

Sexual Assault Support Team of Waterloo Region

**Resource Booklet:
Specialized Supports for Survivors of Sexual
Assault in Waterloo Region**

**Compiled Summer 2007
Updated December 2008**

Sexual Assault Support Team of Waterloo Region

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The resources included herein are a compilation from members of the Sexual Assault Support Team of Waterloo Region. We will continue to add resources as they become available or known to SART.

Additional organizations or service providers who would like to be included in this Resource Booklet should contact the Community Relations Coordinator at the Sexual Assault Support Centre of Waterloo Region. www.sascwr.org

Name of agency	Advocates for Male Victims of Sexual Abuse (not an agency, but supported by Canadian Mental Health Association, Grand River Branch)
Telephone number(s)	Voicemail box: 519-744-7645 Ext. 320
Address	c/o CMHA, 67 King St. East, Kitchener ON N2G 2K4
Fax	519-744-7066
General email address	
Website	www.amvosa.ca
Hours of operation	EARS line phone support; 24 hours; Centre for Mental Health for information and referral: 9-5 Monday-Friday (Kitchener) and 1-5 Monday-Friday (Cambridge)
Community contact person & email	Linda Bender, Coordinator benderl@cmhagrb.on.ca
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	confidential phone supportive listening, and information Walk in information Education available to community on issue of male sexual abuse
Specific services to those who have experienced sexual violence	EARS line: 519-570-327 or toll free: 1-800-553-3277 Website information and links: www.amvosa.ca Walk in information at Centres for Mental Health, Kitchener and Cambridge
Eligibility e.g. women over 18, youth age 14-18, etc.	Male survivors of sexual abuse, those supporting male survivors Service providers wanting information and/or training General public wanting information
Fees e.g. free, sliding scale, rate, etc.	No fees
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Open referral process: anyone can access EARS line, call AMVOSA, call or visit the Centres for Mental Health
Average wait times	n/a
Service specific contact person/people & email(s)	For training or education requests: Linda Bender, benderl@cmhagrb.on.ca
Other services	
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	

Name of agency	The Canadian Hearing Society/Connect Counselling Program
Telephone number(s)	(519) 744-6811 ext. 225
Address	120 Ottawa St. North, Suite # 200
Fax	(519) 744-2390
General email address	bmartin@chs.ca
Website	www.chs.ca
Hours of operation	Monday-Friday 9.00-5.00pm
Community contact person & email	Barb Martin/Mental Health Counsellor/Connect Counselling Program
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Short and long term counselling/therapy offered to deaf, deafened and hard of hearing as well as their families.
Specific services to those who have experienced sexual violence	Includes counselling for victims of recent and past sexual abuse, anger management, anxiety, PTSD, and depression
Eligibility e.g. women over 18, youth age 14-18, etc.	Women, men teenagers 16 years of age and over. Families with younger children as a family unit.
Fees e.g. free, sliding scale, rate, etc.	no charge
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	self or other service provider
Average wait times	prioritized based upon need.
Service specific contact person/people & email(s)	Barb Martin bmartin@chs.ca
Other services	General social services counselling (GSS), Seniors Health Care Counselling, Employment Services, Technical Device Program. Interpreting Services (ASL) American Sign Language, Mental Health Counselling
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	wheel chair accessible, services offered in both English and ASL.

Name of agency	Catholic Family Counselling Centre
Telephone number(s)	(519) 743-6333
Address	400 Queen St South, Kitchener ON, N2G 1W7
Fax	(519) 743-3496
General email address	
Website	www.cfcchelps.ca
Hours of operation	9-9 Mon-Thurs, 9-5 Friday, 9-4 Saturday
Community contact person & email	Peter Fisher pfisher@cfcc.ca
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Individual counselling, group counselling
Specific services to those who have experienced sexual violence	Individual counselling Groups: Weaving Our Voices: psycho-educational art therapy group; Sexual Assault Therapy Group
Eligibility e.g. women over 18, youth age 14-18, etc.	Women over 18 who experienced childhood sexual abuse. It is recommended that women who want to join the Sexual Assault Therapy group first complete Weaving Our Voices group.
Fees e.g. free, sliding scale, rate, etc.	There is no fee for the groups. Counselling is on a sliding scale.
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Contact an intake worker through our general number.
Average wait times	Several weeks for counselling. Women can join Weaving our Voices at any point. It is run several times a year.
Service specific contact person/people & email(s)	Emily McLean emclean@ccfc.ca
Other services	
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Wheelchair accessible

Name of agency	Community Justice Initiatives Waterloo Region Revive Program
Telephone number(s)	519-744-6549
Address	49 Queen Street North, Kitchener ON N2H 2G9
Fax	519-744-6502
General email address	info@cjiwr.com
Website	www.cjiwr.com
Hours of operation	Monday-Thursday 8:30am-4:30pm
Community contact person & email	Service Coordinator: Iliana Pressman Extension 211 ilianap@cjiwr.com Service Coordinator: Judah Oudshoorn Extension 118 judaho@cjiwr.com
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Education and Peer Support Groups Public Education and consultations Facilitated Dialogues
Specific services to those who have experienced sexual violence	Support Services for those affected by sexual trauma. The program offers services to people harmed by sexual trauma, people who have offended sexually and to families and community groups affected by sexual trauma.
Eligibility e.g. women over 18, youth age 14-18, etc.	Currently serving men and women 18 years and older
Fees e.g. free, sliding scale, rate, etc.	Some fees apply
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Self referral. Interested parties can contact the Service Coordinators to set up an information meeting and/or an intake appointment.
Average wait times	Generally no wait times
Service specific contact person/people & email(s)	Groups - Service Coordinator: Iliana Pressman Facilitated Dialogues - Service Coordinator: Judah Oudshoorn
Other services	See website www.cjiwr.com
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Fully accessible, some services available in Cambridge

Name of agency	Family & Children's Services of Waterloo Region Sexual Abuse Treatment Program
Telephone number(s)	519-576-0540
Address	200 Ardelt Ave. Kitchener ON N2C 2L9
Fax	(519) 576-3513
General email address	Emails to staff should include their first name dot second name @facswaterloo.org
Website	Website does not provide information about Sexual Abuse Treatment Program at this time. www.facswaterloo.org
Hours of operation	Monday through Friday, daytime hours
Community contact person & email	Michelle Smith, Supervisor (519) 576-1329 ext. 3607 michelle.smith@facswaterloo.org
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Individual counselling, group counselling, family counselling Small Treatment Team with Family and Children's Services for children and adolescents.
Specific services to those who have experienced sexual violence	Individual and group services for children and adolescents who have experienced sexual abuse. Family counselling also available. Parent Information Nights for parents of sexual abuse survivors.
Eligibility e.g. women over 18, youth age 14-18, etc.	The disclosure of sexual abuse must be investigated and verified by a child protection worker. Boys and girls from 4-16 are eligible. Children must reside within Waterloo Region. Files can be open to the treatment program without having a protection file remain open.
Fees e.g. free, sliding scale, rate, etc.	All services are free.
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Referrals must go through an intake screener at Family & Children's Services. For children who have moved to the area and already had sexual abuse verified, a referral can be made directly to the program with a consent to obtain information from the other child welfare agency.
Average wait times	For a new disclosure of sexual abuse, the program contacts the family within 5 days.
Service specific contact person/people & email(s)	Questions are welcome and should be directed to the supervisor of the program. The general number can be called: (519) 576-0540 and the supervisor of the Sexual Abuse Treatment Program request.
Other services	The program also serves children who have acted out sexually. An individual, family based model, of treatment is provided. In addition, the program serves adolescents who have sexually offended both in group and individual counselling. Parent Information Nights are available for parents. Children who have acted out sexually must also be screened by a child protection worker. Adolescents who have sexually offended must first be seen by a child protection worker. For children and adolescents who act out sexually the wait time is 1-2 months.

Other pertinent information

e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.

Service provided in both Kitchener and Cambridge. Both locations are wheelchair accessible. Treatment appointments are flexible and evening appointments are available. Treatment providers have extensive experience and training in the area of child sexual abuse.

Name of agency	Family Counselling Centre of Cambridge and North Dumfries
Telephone number(s)	(519) 621-5090
Address	18 Walnut Street, Cambridge, Ontario, N1R 2E7
Fax	(519) 622-9394
General email address	fcccnd@golden.net
Website	www.fcccnd.com
Hours of operation	Monday to Thursday: 9:00 to 9:00; Friday: 9:00 - 2:00
Community contact person & email	Bobbye Goldenberg E-mail: ex.dir@golden.net
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Individual, couples and group counselling; outreach services for families in economic difficulty; psycho-educational groups; seniors support group
Specific services to those who have experienced sexual violence	Women may be seen individually or in a group setting. Male survivors impacted by sexual violence may be seen individually Support group for survivors of incest or childhood sexual abuse in partnership with Sexual Assault Support Centre of Waterloo Region.
Eligibility e.g. women over 18, youth age 14-18, etc.	females or males 16 and over
Fees e.g. free, sliding scale, rate, etc.	Fee for service based on sliding scale. EAP Coverage
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Self-referrals; medical referral from family doctor in the Health Connect Counselling Partnership; other community referrals.
Average wait times	48 hrs to three weeks depending on urgency
Service specific contact person/people & email(s)	Call (519) 621-5090 and ask for an appointment. An intake worker will speak to you. Provide contact information..
Other services	Couple and Family Counselling, Individual Counselling; Partner Assault Response/Violence Against Women Groups; Child Witness Counselling; Domestic Violence Counselling; Credit Counselling. Outreach services in Alison, Hespeler and North Dumfries; Seniors Wellness Group;
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Counselling is available at various locations in Cambridge; wheelchair accessible Interpreters can be scheduled according to needs of clients. Walk-in clinic pilot project to begin in Spring 2008.

Name of agency	Lutherwood Family Counselling Services
Telephone number(s)	519-622-1670 x200
Address	35 Dickson Street, Cambridge ON N1R 7A6
Fax	519-623-8477
General email address	mrose@lutherwood.ca
Website	
Hours of operation	8:30AM to 8PM. Monday -Thursday, 8:30AM to 5 PM Fridays
Community contact person & email	Melvin Rose mrose@lutherwood.ca
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Individual, couple, family & group counselling
Specific services to those who have experienced sexual violence	Relational Violence Prevention Program in the public high schools in Cambridge & Argus Residences for Young People. Provides counselling for those youth who also present with a sexual abuse issue.
Eligibility e.g. women over 18, youth age 14-18, etc.	Women ages 15-23
Fees e.g. free, sliding scale, rate, etc.	school program free; sliding scale, Employee Assistance Programs, & Health-Connect
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Referrals from general public come to Intake, referrals from doctors, lawyers, clergy, guidance counsellors, teachers.
Average wait times	3 months in general program, triage in schools
Service specific contact person/people & email(s)	Delreen Hiscock for school and Argus program. dhiscock@lutherwood.ca or phone: 519-622-1670 x 223
Other services	Health-Connect is a partnership of 6 counselling agencies with Lutherwood as the lead. These agencies receive referrals from Doctors who are funder through Health Services Ontario (HSO). The client would need a referral from their doctor, who in turn would need to be part of an HSO.
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Our sites are accessible for wheel chairs, counselling for youth offered in the schools and at Argus residences.

Name of agency	Sexual Assault Support Centre of Waterloo Region
Telephone number(s)	Office: (519) 571-0121 24 Hour Crisis & Support Line: (519) 741-8633
Address	151 Frederick St. Suite 201 Kitchener, ON N2H 2M2
Fax	(519) 571-0522
General email address	info@sascwr.org
Website	www.sascwr.org
Hours of operation	9 AM - 4:30 PM Monday to Friday 24 Hour Crisis & Support Line & related accompaniments
Community contact person & email	Sara Casselman Community Relations Coordinator sara@sascwr.org ext. 23
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	-Individual & Group Counselling and Advocacy -24 Crisis Services through our 24 Hour Crisis & Support Line
Specific services to those who have experienced sexual violence	-Individual & Group Counselling available in Kitchener & Cambridge for women who have experienced sexual violence (upcoming groups listed at www.kwsasc.org) -CRISIS SERVICES: 24 Hour Crisis & Support Line & accompaniments to hospital, police, etc. -Court Support Program - providing emotional support throughout trials & related appointments -Individual & Group Support for friends & families of survivors -Advocacy for women who have experienced sexual violence -Support for women who have been sexually harassed -Practical assistance to women who have experienced sexual violence (i.e. transportation, food, etc.)
Eligibility e.g. women over 18, youth age 14-18, etc.	-Services for women 16 years of age & older who have experienced sexual violence & their friends and families -Referrals given to men who have experienced sexual violence -Referrals given in regards to support for children
Fees e.g. free, sliding scale, rate, etc.	All services are free and confidential.
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Self referrals, community referrals, provides all relevant community referrals (SADVTC, WRPS, VWAP, F&CS, etc.)
Average wait times	0-1 week for recent assaults (occurring within the last year) and for 16-19 year old women, and women in crisis 0-4 weeks (on average) to access ongoing counselling
Service specific contact person/people & email(s)	Counsellor / Advocates: Andrea Arthur-Brown – andrea@sascwr.org ext. 29 Juliana Villabona – juliana@sascwr.org ext. 28

<p>Other services</p>	<p>Public education on issues related to sexual violence (e.g. internet safety, healthy relationships, date rape, consent, workplace sexual harassment, etc.) Contact: Joan Tuchlinsky, Public Education Coordinator - pubed@kwsasc.org - ext. 32)</p>
<p>Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.</p>	<p>Wheelchair accessible, interpreters available, counselling services available in various locations in Cambridge (including Family Counselling Services of Cambridge and North Dumfries), will assist emergency walk-ins at our main office in Kitchener</p>

Name of agency	Victim Services of Waterloo Region
Telephone number(s)	(519) 585-2363
Address	P.O. Box 3070, 200 Maple Grove Rd. Cambridge, ON N3H 5M1 Attn: Division 1
Fax	(519) 579-5593
General email address	victimservices@wrps.on.ca
Website	www.vswr.ca
Hours of operation	24 hours (office hours 8:30 - 4:30, M-F)
Community contact person & email	Kim Clark Executive Director kim.clark@wrps.on.ca
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Crisis intervention, emotional and practical assistance, advocacy, etc. Telephone and on-scene immediately after an occurrence at the request of emergency services.
Specific services to those who have experienced sexual violence	Same as above
Eligibility e.g. women over 18, youth age 14-18, etc.	Men and women over age 16 Those under 16 with parental or legal guardian permission
Fees e.g. free, sliding scale, rate, etc.	Free
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Referral by police, emergency services, community agency or self
Average wait times	Within 1/2 hour
Service specific contact person/people & email(s)	
Other services	Domestic Violence Emergency Response System, ACCESS Program (information clearinghouse), Victim Rooms, Victim Quick Response Fund, and Community Presentations/ Public Education
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Our offices are located in each police division which are wheelchair accessible. Our volunteers speak many languages. Walk ins are welcome, however it is recommended to call first and ensure that a representative is available at that location to assist at that time. Appointments can be made, if needed.

Name of agency	Victim/Witness Assistance Program
Telephone number(s)	519-741-3351
Address	200 Frederick Street Kitchener, Ontario N2H 6P1
Fax	519-741-3347
General email address	
Website	http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/vwap.asp
Hours of operation	Monday to Friday, 8:30 to 5:00
Community contact person & email	Jennifer Clark, Manager
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	work with victims of crime where sexual assault charges have been laid
Specific services to those who have experienced sexual violence	crisis intervention, needs assessment, referrals to community agencies, emotional support, case specific information (court dates, bail conditions) and court preparation and orientation
Eligibility e.g. women over 18, youth age 14-18, etc.	Adults - 18 and older
Fees e.g. free, sliding scale, rate, etc.	Free
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Self, police, crown, agency
Average wait times	
Service specific contact person/people & email(s)	Laurie Black-Rooney Laurie.BlackRooney@ontario.ca
Other services	
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	

Name of agency	Waterloo Region Sexual Assault/Domestic Violence Treatment Centre
Telephone number(s)	519-749-6994
Address	c/o 400 Queen St. South, Kitchener, Ont. N2G 1W7
Fax	519-749-6994
General email address	ccruikshank@smgh.ca
Website	www.keepingssafe.ca
Hours of operation	24/7 for access team at St. Mary's or Cambridge Memorial Hospitals; by appointment for counselling times days/evenings
Community contact person & email	Casey Cruikshank ccruikshank@smgh.ca
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	physical exam, forensic evidence collection & documentation, photos of injuries, STI antibiotics, Plan B, HIV PEP for sexual assault, crisis support and referral; follow up counselling (women, children, men). Counselling for family members of, friends of, as well as victims of sexual assault Similar for intimate partner assault/abuse for women 16 years of age and over
Specific services to those who have experienced sexual violence	Physical exam, forensic evidence collection & documentation, photos of injuries, STI antibiotics, Plan B, HIV PEP for sexual assault, crisis support and referral; follow up counselling (women, children, men).
Eligibility e.g. women over 18, youth age 14-18, etc.	sexual assault: anyone who has experienced a recent sexual assault; women 16 years and older who have experienced domestic violence
Fees e.g. free, sliding scale, rate, etc.	covered by OHIP
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	self referrals, or agency referrals; refer to Casey Cruikshank
Average wait times	At hospital, 30-45 minutes from time of page by the ER; if referring for counselling, usually a week
Service specific contact person/people & email(s)	Team of 11 nurses, 11 social workers, 7 physicians on call
Other services	public awareness presentations and tours of the facility at the hospital
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	wheelchair accessible, counselling provided at various locations including other centres, universities, shelters, etc.

Name of agency	Women's Crisis Services of Waterloo Region
Telephone number(s)	Anselma House - 519-742-5894 - crisis line Haven House - 519-653-2422 - crisis line
Address	Mailing address: P.O. Box 32008 Cambridge, ON N3H 5M2
Fax	519-653-0902
General email address	info@wccswr.org
Website	www.wccswr.org
Hours of operation	24/7 shelter & crisis line available
Community contact person & email	Mary Zilney mary.zilney@wccswr.org
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Support services Counselling not provided.
Specific services to those who have experienced sexual violence	Support offered, advocacy and referrals given.
Eligibility e.g. women over 18, youth age 14-18, etc.	Women age 16 plus.
Fees e.g. free, sliding scale, rate, etc.	N/A
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Community at large and community partners.
Average wait times	N/A
Service specific contact person/people & email(s)	Anselma House - 519-742-5894 - crisis line Haven House - 519-653-2422 - crisis line
Other services	Shelter and outreach services offered to abused women and their children.
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Wheelchair accessible, interpreters available

Name of agency	Woolwich Community Services, Family Violence Prevention Program
Telephone number(s)	519-669-5139 or 1-800- 661-7918
Address	73 Arthur Street South, Elmira Ontario N3B 2M8
Fax	519-669-4210
General email address	wcs@execulink.com
Website	
Hours of operation	9am to 5pm Monday to Friday (evening appointments available)
Community contact person & email	Virginia Logan virginia_wcs@yahoo.ca
Type of service e.g. crisis, counselling, medical assessment, housing, etc.	Crisis, safety planning, support, advocacy, court support, referrals to other services, women's support groups, community education.
Specific services to those who have experienced sexual violence	Services focused on family violence including sexual violence.
Eligibility e.g. women over 18, youth age 14-18, etc.	Anyone who is experiencing or who has experienced an abusive controlling relationship age 12 and up.
Fees e.g. free, sliding scale, rate, etc.	Services are free, transportation available.
Referral process e.g. how people are referred, who makes referral, who you refer to, etc.	Self referrals, referrals from community or family members. The program refers regularly to housing, Ontario Works, food bank, lawyers, legal aid, counselling and therapy services, play therapy and the police. Advocacy provided when required.
Average wait times	Will be seen as soon as possible. (usually within one week, crisis within 1-2 days)
Service specific contact person/people & email(s)	Virginia Logan
Other services	Woolwich Community Services provides many services including food bank, community garden, Christmas goodwill, backpack program, kids and I drop in centre, youth centre, caring rides to medical appointments, St. Jacobs family support centre, information centre and employment counsellors.
Other pertinent information e.g. wheelchair accessible, interpreters available, counselling available at other locations, walk-in clinic, etc.	Wheelchair accessible, appointments available in home or community if safe to do so.