

Violence Intervention Program (VIP)

Become a Community Champion



Responding Safely to Situations of
Relationship Violence







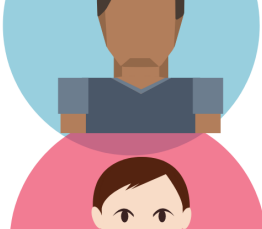
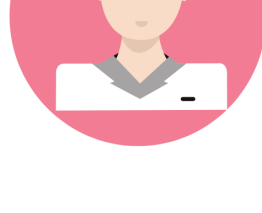
HOW TO USE THIS TOOL KIT

This Tool Kit is a resource that has been designed to provide awareness and information on how best to recognize the signs of relationship violence, how to safely respond to that violence and how to support someone experiencing violence. The Tool Kit is intended to be a practical guide for those who may be unfamiliar with how to respond to or support someone experiencing relationship violence. This Tool Kit is meant to inspire people to get involved and become Community Champions against relationship violence. Community Champions are individuals who use the knowledge obtained from this Tool Kit to safely intervene in relationship violence. Relationship Violence is any abuse between two or more people who know each other.

A Collaborative Project Between:



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What Is Relationship Violence?

Relationship violence (RV) is any form of physical, emotional, spiritual and financial abuse, negative social control or coercion that is suffered by anyone that has a **bond** or a **relationship** with the offender. As a complex and multifaceted issue, RV can occur at any age, across gender, ethnicity, social and economic status.

RV is also known by many other terms which include, but it is not limited to intimate partner violence (IPV), domestic violence, neglect, dating violence, family violence battery, child neglect and child abuse, bullying and cyberbullying, seniors or elder abuse, male violence, and stalking (Gurm et al., 2020). RV is considered a serious crime that affects millions of people in Canada; however, more appropriate practices and policies that address inequalities can prevent it.

PHYSICAL ABUSE

Includes hitting, biting, choking, throwing objects, pushing, punching, slapping, kicking, starving, sleep deprivation, hair pulling, stabbing or mutilation.

EMOTIONAL/PSYCHOLOGICAL ABUSE

Includes verbal abuse, constant criticism, insults, emotional blackmail, isolation from loved ones and support networks, humiliation, yelling, put-downs and threats, stalking behaviours and harming pets and damaging property.

SPIRITUAL ABUSE

Includes preventing expressions of spiritual or religious beliefs, preventing attendance to a place of worship and putting down or mocking of religious beliefs, traditions or cultures.

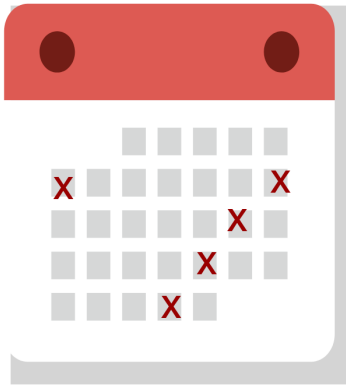
SEXUAL ABUSE

Includes sexual exploitation, unwanted sexual touching, rape, and other sexual activities considered by the victim to be degrading, humiliating, painful, and committed without consent, the ability to consent, against a person's will, obtained by force, or threat of force or intimidation.

FINANCIAL ABUSE

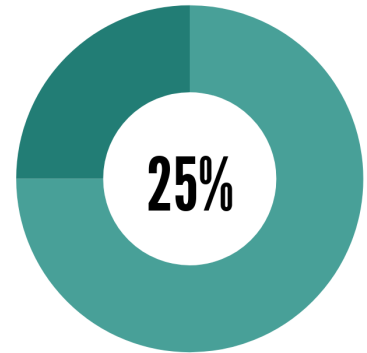
Includes taking control over all finances and financial decisions. Stealing from or controlling money or valuables and unauthorized use of property, money, or valuables., forcing one to work and denying one's right to work.

Did you know...



On average, in Canada, a woman is killed by her partner every 6 days.

Relationship violence accounts for over 1/4 of all violent offences reported to the police.



70% of relationship violence is NOT reported to the police.



The cost directly related to relationship violence is an estimated \$38 billion dollars annually for the criminal justice system of Canada.



Currently, there are over 3,000 women living in emergency shelters along with their 2,900 child(ren).



The self-reported rates of abuse between men and women are similar but the severity of abuse against women seems to be worse. Men seem to face more barriers when seeking help.

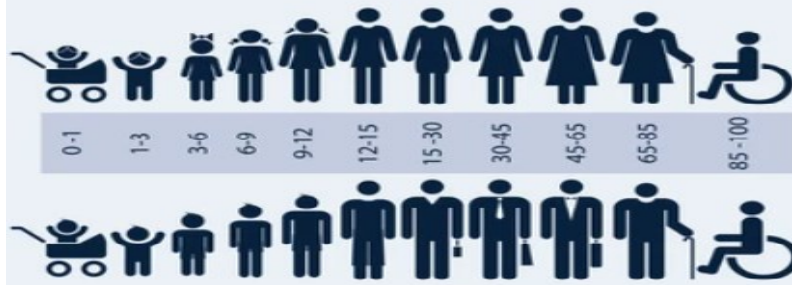
Rates of domestic abuse related homicide are 4 times greater for women than men.



Some populations are at greater risk for relationship violence. For example, Indigenous peoples, those requiring care, immigrant populations and individuals who are not financially independent.



Settings where RV may occur



HOUSEHOLD

Relationship violence (RV) can occur inside the household against a child, woman, man, and older adult.



Residential Care

Failing to provide basic and medical needs of residents, may include isolation, exerting control over residents and misusing power are actions of RV.



WORKPLACE

RV in the workplace can start with minor incidents such as name-calling or exclusion and escalate to physical and sexual violence.



University

RV is tolerated in many contexts including in educational institutions (schools, universities & college campuses). RV can be from students or staff in educational institutions.



CYBERBULLYING

Sending mean or threatening messages by email, text or social media, posting embarrassing rumors, stories, pictures, jokes or any content online that causes humiliation is RV.

Why the abuse continues...

In a heterosexual relationship the victim:



- believes or hopes that the abuse will end.
- believes the “make up” period after violence strengthens the emotional bond.
- is financially dependent.
- fears losing their home.
- fears losing face and bringing shame to the family.
- fears the legal system.
- does not know their legal rights or how to access help.

Among children & teens...



Child/teen:

- does not recognize the abuse.
- believes that the abuse is normal.
- fears they won't be believed.
- feel ashamed.
- feels threatened by the offender.

The majority of victims of relationship violence are emotionally or financially dependent on the offender; therefore, the offender exerts power and control over the victim.

Indigenous peoples...



Traumatic experiences are linked to:

- loss of children, culture due to colonization and residential school experiences.
- historical oppression, pervasive and intergenerational experiences of subjugation.
- ongoing systemic discrimination.



Older adults...

Person is:

- unable to report the abuse due to physical or cognitive illness.
- depends on the abuser for care.
- fears retaliation.
- does not want to get the abuser in trouble.

Intersectionality theory states that identities, experiences and social positionality overlap to create oppression that underpins relationship violence (Meyer, 2010).



LGBTQ2SIA+...

Person has:

- fear of outing, being rejected by the LGBTQ community.
- believes partner is only connection to LGBTQ community.
- fear of homophobia, transphobia and stigma by staff in the anti-violence sector.
- no idea which agencies work with LGBTQ.
- no confidence that criminal justice system will be effective, especially for male victims.

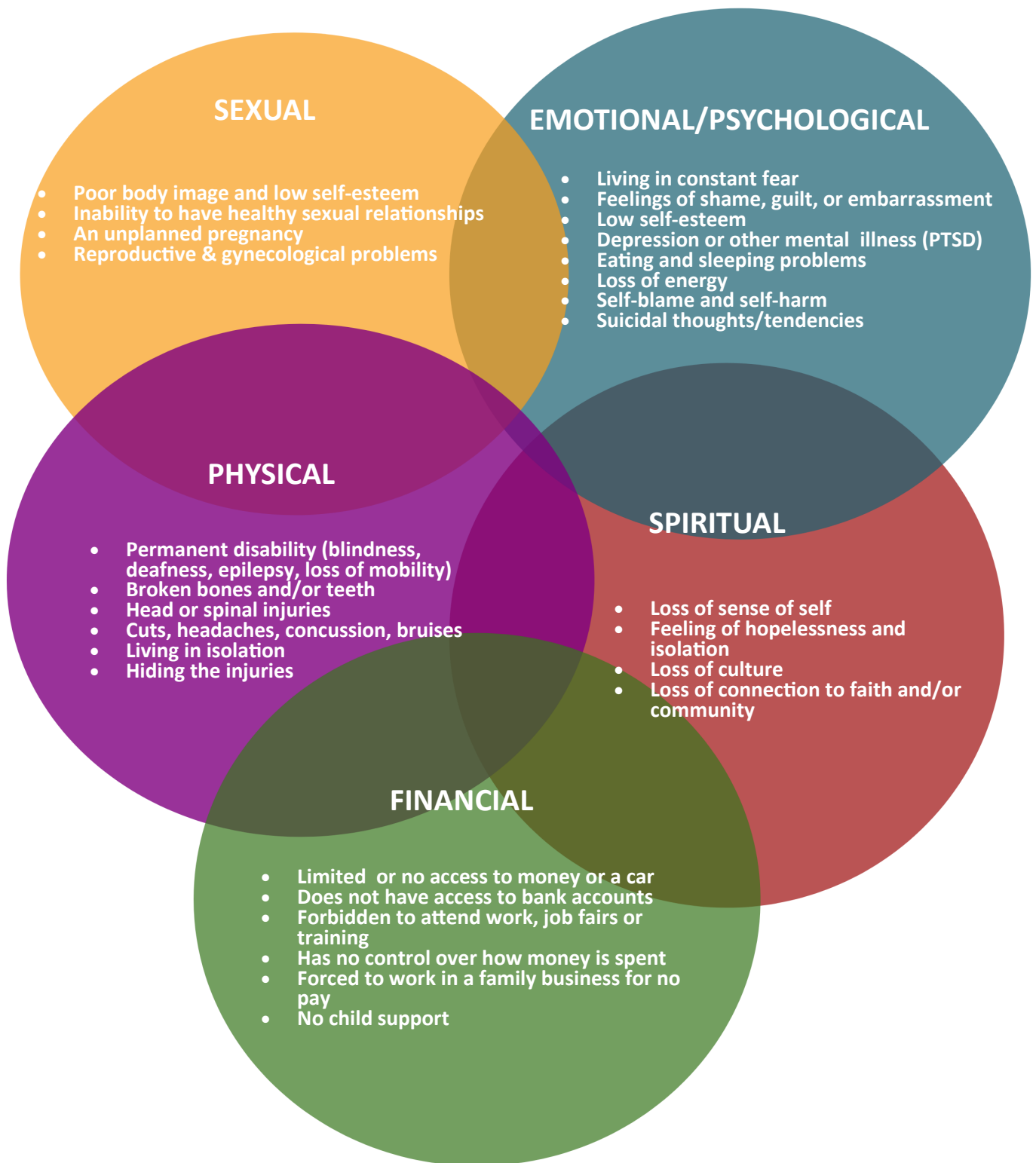
Immigrants...



Person feels:

- post-migration strain and stigma.
- stress associated with migration.
- geographic and social isolation.
- changes in husband and wife's socioeconomic status.
- fear of deportation if the abuser is their sponsor.
- language barriers and lack of knowledge of resources.

What you might notice...



Each form of violence can overlap with other types of violence and all types may be experienced together by the victim.

Warning signs & risk factors

The abused person or child might



- Be apologetic and makes excuses for the abuser's behaviour.
- Become aggressive and angry when you talk about the abuser's behaviour.
- Be nervous about talking when the abuser is there.
- Seem to be sick and miss work.
- Try to cover their bruises or injuries.
- Make excuses at the last minute about why the abuser can't meet you.
- Try to avoid you on the street.
- Seem sad, lonely, withdrawn and afraid.
- May use more drugs or alcohol to cope.

The abuser might



- Put their partner down.
- Do all the talking - dominate the conversation.
- Threaten children and other family members.
- Check up on partner all the time, even at work.
- Try to suggest they are the victim and act depressed.
- Try to keep their partner away from friends and family.
- Act as if they own their partner.
- Lie to look good or exaggerate their good qualities.
- Always be around their partner.

Caution

Before getting involved, ask yourself "is it safe?"

If the situation is already violent or appears to be escalating quickly, do not intervene directly, call 911, it is an emergency. Do not try to "rescue" a person experiencing relationship violence or fight off an abuser: Not only are you endangering yourself, but the abuser may take out their anger on the abused person/child later.

Warning signs for people with disabilities

Saying you aren't allowed to have your pain flare up

Stealing or withholding your social disability check

Saying you are a bad parent because of your disability

Invalidating your disability by claiming that you are faking it

Using your disability to shame or humiliate you

Refusing to help you complete necessary life tasks after agreeing to help you

Withholding or threatening to withhold your medication

Sexual activity if your disability makes you incapable of giving consent

Preventing you from seeing your doctor

Threatening to out your disability if it is invisible

Harming or threatening to harm your service animal

Using your disability as a justification for the abusive partner's own behavior

Withholding or threatening to withhold assistive devices



People with Disabilities



While the warning signs of abuse are very similar among different population groups, people with disabilities often face non-traditional forms of relationship violence.

Intervening Safely - the 3 **D**'s

Distract

Distracting is an indirect way of intervening. Not only does it prevent the situation from potentially escalating, but it buys you time to check in with the abused person/child to see if they are okay. Plus, it's an easy way to divert the abuser.

Examples: Ask for directions, the time, or ask for help in finding a lost item.



Delegate



Someone who knows the couple/family or another bystander, might be in a better position to intervene if you do not feel comfortable yourself.

What you can say: "Look, I'm concerned about that person/child because the person they are with seems really angry. Would you be able to check in on the situation?"

Direct

Be subtle. A direct approach might anger the abuser and danger the person/child later on. Use your presence and make it obvious that you are watching the situation. Do not give advice or judge the situation.

What you can say: "Your words/actions are having a negative effect on _____" OR "I don't agree with what you're doing/saying."

Do not judge or blame the abused person/child for what is happening. Voice your concern and show that you want to help. Assure the person/child that the abuse is not their fault.

What you can say: "I'm concerned about what just happened. Is anything wrong?" OR "No one deserves to be treated like that," or "That wasn't your fault."



Supporting a person experiencing Relationship Violence

1

Express your concern:

- Be non-judgmental; this may help the person feel comfortable in opening up.
- Accept that the person may deny the abuse.
- Reinforce that you are there for them if they need someone to talk to in the future.
- Don't force the person to talk about their abuse.
- Follow your instincts.

Assure the person that the violence is not their fault:

This is an important thing for a person experiencing violence to hear

You can say:

“No one deserves to be treated this way.”

“You are not to blame.”

“What’s happening is not your fault.”

2

3

Support, but don't give advice:

- Do not try to make the person leave the abuser if they are not ready to do so. Putting pressure on the person to leave their situation may lead them to isolate themselves further.
- Give options and offer your support and help.
- Respect their choices and let them make their own decisions.
- Emphasize they have control over their situation.

Offer resources:

Refer the person to the community resources found at the end of this Tool Kit.

4

5

Keep it confidential:

- Assure the person that anything they say will stay between the two of you unless children are at risk or the person’s life is being threatened.



What you can say...

"I am glad you were able to tell me and I'm willing to listen."

"You aren't responsible for the abuser's actions; the abuser is responsible for their actions."

"I am hearing you blame yourself, but the abuse is not your fault."

"Everyone has the right to be safe in their home."

"There is help available when you are ready, and I can help you access it."

"Here is the number to various resources that can help you find a place to stay, and help with navigating the legal system and finding personal support."

"I've noticed that you have some bruises" (or state the physical signs you see).

"What can you do to stay safe when others are not around?"



Things to avoid saying:

"You need to leave your partner."

"Tell me if this person is hitting you."

"How can you put up with that?"

"Why didn't you stop the abuser/say something/do something about it?"

"You shouldn't provoke them."

"You should tell them off and get out of there."

"I can't believe you went back."



Non-Verbal Interventions



Make your disapproval known using body language.



Offer your presence. Do not look away. The abuse is less likely to escalate if there are witnesses.



Call the police or security if a threat of immediate danger exists.

Encourage the person to talk to someone who can help.

Provide them with the VictimLinkBC number (604-563-0808) and visit the BC211 website or the app www.isawrisk.com/

If the person decides to stay, be supportive. They may leave and then go back many times. It may be hard to understand, but people stay in abusive relationships for many reasons.

If the person decides to leave, continue to offer support. Despite the relationship being an abusive one, they may feel sad and lonely once it is over. Check in with them to let them know you are there for them.

You can't "rescue" them. They have to decide it's time to get help. Provide supports no matter what. However, when a child is involved or there is an immediate threat there is a "duty to report".

BC 211 for all provincial resources

For an Emergency
Call 911

OTHERWISE GO TO:

<http://www.bc211.ca>

OR

Dial 211

If you don't speak English, dial or text 211. The phone directory is available in over **150 languages**, just tell them what language you need.

bc211



ABOUT

HELP LINES

BLOG

RESOURCES

CONTACT

Looking for:

Help



Emergency and Crisis



Addiction



Counselling



Health Care



Legal and Advocacy



Mental Health



Victim Services

**FOR
RELATIONSHIP
VIOLENCE
CLICK HERE**



Education



Employment/
Training



Financial
Assistance



Food and
Basic Goods



Homelessness



Housing



Transportation



Children and
Families



Disabilities



Immigrants
and Refugees



Indigenous/
Aboriginal



LGBT2SQ+



Older Adults



Youth



On this screen insert your postal code and press search

Service Search

Organization Search

Service Search

Find services in your area

example: Vancouver

Postal code or Community

Search

Remember My Location

Safety Planning Tips



Ensure the person has important phone numbers nearby. Numbers to have are the police (911), hotlines, close family & friends and the local shelter.



Ask the person to identify friends or neighbours who are willing to call the police, if they hear angry or violent noises.



Ensure that the person teaches their children how to dial 911 and suggest using a code word that they can use to communicate when help is needed.



Ask the person to identify safer places in their home (where exits exist and no weapons/harmful objects are kept). Discuss how the person may get to these safer places if a situation escalates.



Ensure that the person knows the locations of all weapons in the house.



Even if the person does not plan to leave, create a safety plan.



Encourage the person to think about how they might leave– for example, telling the abuser that they are taking out the trash, walking the pet or going to the store.



Suggest that they put together a bag of things used every day and get them to hide the bag at a trusted person or friend's house or even at work.



If needed, suggest that the person contact a shelter/transition house, victim services or the police and ask for an officer that deals with domestic violence. The officer or support staff can help the person to do further safety planning.



Suggest that the person consult a lawyer and keep any evidence of physical abuse (such as photos).



Keep a journal of all violent incidents, noting dates, events, threats and witnesses.



If the person has suffered sexual abuse, tell them to go to Emergency and ask the staff to document their injuries.



Make sure the person's identification and important documents (passport, license, Social Insurance Number card, Care Card) are handy.

Safety Planning

If the person is planning on leaving the abuser help them to consider...

DO THIS!



4 places they can go if they leave.



Who might help them if they left.



Who could keep a bag of important things for them.



Who might lend them money.



Safety plan for pets.



Where to make a phone call or get a new cell number/phone.



Disable GPS or location tracking on cell phone(s) and social media accounts.



Changing daily routines like going to different stores or taking a different route to work.



Opening a new bank account or getting a credit card in their own name.



Safety plan for children.



Keeping a picture of the abuser and their children with them.

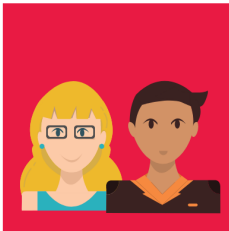
THEY SHOULD LEAVE AS QUICKLY AS POSSIBLE AND NOT TELL THE ABUSER!

Safety Planning

If the person has left the abuser...



DO THIS!



Identify a support person.



Get a protection order from the court and keep a copy at all times; share it with important people (police, school, work).



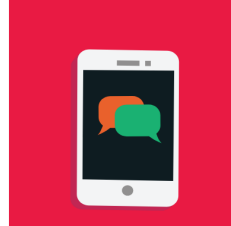
Establish a safe communication plan to speak with the abuser.



Memorize and practice the safety plan.



Never confront the abuser unless accompanied by police.



Tell someone at work about what happened and ask them to screen work calls.



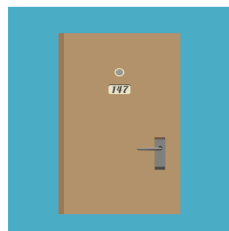
Create a safety plan for the workplace



Tell people who take care of the children the names of people who can/can't pick them up.



Avoid going to the same stores or businesses.



Consider putting in stronger doors, smoke and carbon monoxide detectors, a security system and outside lights.



Change the locks.



Tell friends and neighbours that the abuser no longer lives with them and to keep an eye out.

*The blue boxes only apply if the abuser is no longer living with them in the home they once shared.

Things to bring when leaving

Money.

Keys to: Car, house, work.

Extra clothes.

Medicine.

Important papers for you and children such as birth certificates, Social Insurance Number (SIN Card), school and medical records, banking information, driver's license, car registration, insurance papers, address book.

Passports.

Permanent Residency cards and work permits.

Lease/rental agreement.

Unpaid bills.

Personal protective orders, divorce papers and custody orders.

Pictures, jewelry, or sentimental things,
Items for children (toys, blankets, etc.).



What is a healthy relationship?

3 BASIC CONCEPTS



My partner and I

- ✓ value each other for who we are.
- ✓ can express our opinions and desires to each other.
- ✓ don't feel judged or intimidated.
- ✓ treat each other with respect.
- ✓ work together to find solutions that reflect the opinion of both of us.
- ✓ are honest with each other and can say what we mean.
- ✓ talk respectfully to each other even when we disagree.
- ✓ care about each other.
- ✓ feel good about ourselves.



[PLEASE, CHECKOUT OUR OTHER TOOLKITS](#)

Community Resources in the Lower Mainland

Assisted Living Registrar

If you believe someone is being abused in an assisted living facility

Call Toll-free: 1.866.714.3378

Email: hlth.assistedlivingregistry@gov.bc.ca

Atira Womens' Resource Society

Providing direct services, increasing awareness and education to end violence against women

Visit: <http://www.atira.bc.ca>

Battered Women's Support Services

Education, advocacy and support services to assist battered women

Crisis + Intake Line: 604.687.1867

Toll Free: 1.855.687.1868

Email: information@bwss.org

Visit: <http://www.bwss.org>

BC211

24/7 confidential, bilingual texting and telephone service that provides free information and referrals to a wide range of community, social, and government services

Call or text 2.1.1

Visit: <http://www.bc211.ca>

BC Centre for Elder Advocacy and Support (BC CEAS)

Seniors Abuse and Information Line (SAIL)

Call: 604.437.1940

Toll Free: 1.866.437.1940

Available 8am-8pm daily

E-mail: info@bcceas.ca

Visit: www.bcceas.ca

BC Crime Stoppers

Provide anonymous tips on crime

Available 24/7 in 115 languages

Call: 1.800.222.8477

Visit: <http://www.bccrimestoppers.com>

Government website about domestic violence support services

Victim Service Programs, Police-based help, and Community-based help for victims of abuse

Visit: <http://www.domesticviolencebc.ca>

BC Society of Transition Houses (BCSTH)

List of Transition, Second and Third Stage Houses & Safe Homes

Call: 604.669.6943

Toll Free: 1.800.661.1040

E-mail: info@bcsth.ca

Visit: <http://www.bcsth.ca>

BC Society for Male Survivors of Sexual Abuse

Therapy for men who have been sexually abused

Call: 604.682.6482

Visit: <http://bc-malesurvivors.com>

Crime Victim Assistance Program (CVAP)

Financial assistance and benefits to eligible victims

Call: 604.660.3888

Toll-Free: 1.866.660.3888

E-mail: cvap@gov.bc.ca

Visit: <http://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/financial-assistance-benefits>

Crisis Centre (Crisis Intervention and Suicide Prevention Centre of BC)

Helping people help themselves in dealing with a crisis

Provide an online crisis and youth chat

Community Education Program

Call: 1.800.784.2433

Toll Free: 1-866-661-3311

Suicide crises line: 1-800-784-2433

Senior's Distress line: 604-872-1234

Visit: <http://crisiscentre.bc.ca>

Deltassist Family & Community Services Society

Offers counselling and community-building in the form of workshops, events, senior support, outreach programs, and information services.

Alternatives to Violence Program for female victims of relationship violence

North Delta Office: 604.594.3455

Visit: <http://www.deltassist.com>

Delta Police Victim Services

Support victims of crime and trauma

Call: 604.940.5019

Visit: <https://deltapolice.ca/community-services/victim-services/>

Warning! Email option may not be suitable for victims, as contact by email may leave a trail for an abuser to trace. It is suggested that victims contact the aforementioned agencies through telephone or other means of communication.

Community Resources in the Lower Mainland

DIVERSEcity Community Resources Society

Wide range of services and programs for the culturally diverse community

Call: 604.597.0205

Email: info@dcrs.ca

Visit: <http://www.dcrs.ca/services/family-services>

Dixon Transition Society

Support, safe housing, outreach services, counselling and education for women and children fleeing from abusive relationships

24 hr intake line: 604.298.3454

Visit: <http://dixonsociety.ca>

Domestic Abuse Services – Our Lady of Good Counsel Society

Assist any women and children seeking recovery and safety from abuse

Phone: 604.585.6688

Helpline: 604.640.7549

Toll-free: 1.888.833.7733

Email: das_olgcs@telus.net or info@domesticabuseservices.ca

Visit: <http://domesticabuseservices.ca>

DOVE (Delta Opposes Violence Everywhere Committee)

Comprised of members from community services in Delta

Prevention of violence in relationships through education and awareness

Visit: <http://deltapolice.ca/services/victimservices/dove>

Email: audrrey@strohheath.com

Ending Violence Association of BC (EVA BC)

Referrals, support, and information to connect victims with the appropriate services

Call: 604.633.2506

Visit: www.endingviolence.org

Forensic Nursing Service- Surrey Memorial Hospital

Sexual Assault Nurse Examiner (SANE) provides care for sexual assault victims.

Call: 604.953.4723

Email: forensicnursingservice@fraserhealth.ca

Visit: <http://www.fraserhealth.ca/Service-Directory/Services/Hospital-Services/forensic-nursing-service#.YB7WbJeSmUI>

Fraser Health Crisis Line

24/7 immediate, free, confidential emotional support, crisis intervention and community resource information

Call: 604.951.8855

Toll Free: 1.877.820.7444

Visit: <http://www.options.bc.ca/fraser-health-crisis-line/about-the-fraser-health-crisis-line>

Free (Pro Bono) Legal Clinics

Volunteer lawyers that provide free legal help, if you qualify.

Client line: 604.878.7400

Toll Free 1.877.762.6664

Visit: <http://accessprobono.ca>

HealthLink BC

Call 8.1.1 to speak with a nurse any time of day or night on any health-related topic

Visit: <http://www.healthlinkbc.ca>

Kids Help Phone

Free, national, bilingual, confidential 24-hour telephone & online counselling service for ages 20 & under

Call a counsellor: 1.800.668.6868

Visit: <http://org.kidshelpphone.ca>

Langley Police Victim Services

Information, emotional support, referrals, and assistance to victims and witnesses of crime and traumatic events

Call: 604.532.3214 Email: langleyvictimservices@shaw.ca

Lawyer Referral Services

Public access to lawyers

Call 604.687.3221 or 1.800.663.1919

Visit: <http://www.cbabc.org/For-the-Public/Lawyer->

Referral Service Legal Services Society (Legal Aid)

Provide legal information, advice, and representation services to people with low incomes

Call: 604.408.2172 Visit: www.legalaid.bc.ca

Community Resources in the Lower Mainland

Links to brochures about abuse and family violence

Visit: <http://www.legalaid.bc.ca/publications/subject.php?sub=4>

Moving Forward Family Services

Professional counselling and support services with a pay what you can" model

Call: 778.321.3054 or 877-485-5025

Visit: <http://movingforwardfamilyservices.com>

Multicultural Victim Services (MOSAIC)

Specialized services to multicultural men and women victims of crime.

Call: 604.254.9626

Visit: <http://www.mosaicbc.com>

Oak Counselling

Reduced fee secular counselling services provided at the Vancouver Unitarian Centre by supervised volunteers with Master's degrees in psychology or psychology-related fields. Individual and couples counselling.

Call: 604-266-5611

Visit: <http://oakcounselling.org>

Options Community Services

Helping people help themselves and promoting healthy and safe communities through a variety of programs

Main office in Surrey: 604.584.5811

Newton office: 604.596.4321

Email: Info@options.bc.ca

Visit: <http://www.options.bc.ca>

Shelter Movers

Helping people move from shelters into homes free of charge. They have over 200 volunteers. Referral from shelter staff needed.

Request a move in Vancouver Region: 1-855-203-6252 (ext. 3)

Email: infovan@sheltermovers.com

Visit: <https://www.sheltermovers.com/>

Surrey RCMP Victim Services

Assisting victims of crime and other traumatizing events

Telephone available 7 days a week, 6am-3am

Call: 604.599.7600

Surrey Women's Centre

Provide counseling and clothing, food & shelter support services

Threshold Multicultural Outreach

Outreach services for women, immigrants & refugees who are experiencing abuse

Call: 604.572.5883 (Ruby or Amy)

Visit: <http://www.options.bc.ca>

Vancouver & Lower Mainland Multicultural Family Support Services Society

Free and confidential services in over 20 languages for women and families experiencing family violence

Call: 604.436.1025

Email: againstviolence@vlmfss.ca

Visit: <http://www.vlmfss.ca>

Vancouver Police Department Victim Services

Providing victims, witnesses, and family members of crime and trauma with professional support and justice related information

Call: 604.717.2737

Email: vpd.vsu@vpd.ca

Visit: <http://vancouver.ca/police/crime-prevention/victim-services/index.html>

Vancouver Rape Relief & Women's Shelter

Free and confidential services, such as support groups, counselling and free legal clinics

Call: 604.872.8212

Visit: <http://www.rapereliefshelter.bc.ca>

VictimsInfo

A resource for Victims & Witnesses of Crime in BC

Services for victims, reporting a crime, to charge, about court & after sentencing

Visit: <http://www.victimsinfo.ca>

VictimLink BC

24/7, confidential & multilingual

Referral services and crisis support

Toll free: 1.800.563.0808

Visit: <http://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>

Victim Safety Unit (VSU)

Victims can register to be notified about status of offenders

Call: 604.660.0316

Toll-Free: 1.877.315.8822

E-mail: vsusg@gov.bc.ca

Community Resources in the Lower Mainland

Warriors Against Violence

Helping First Nation families live in non-violent families and communities

Call: 604.255.3240

Visit: <http://wav-bc.com>

Youth Against Violence Line

24/7, safe, confidential and anonymous

Text: 604.836.6381

Toll-free: 1.800.680.4264

Email: info@youthagainstviolenceline.com

Visit: <http://www.youthagainstviolenceline.com>

NATIONAL CENTER ON DOMESTIC VIOLENCE, TRAUMA AND MENTAL HEALTH

Visit:

<http://www.nationalcenterdvtraumamh.org/>

Community Resources

Reduced-Cost Counselling Services

Adler Centre Counselling Clinic

Subsidized individual and couples counselling. Counselling provided by counselling psychology graduate students at the Adler Centre, supervised by an experienced clinician.
Call: 604-742-1818
Visit: <http://www.adlercentre.ca/clinic.html>

Canadian Mental Health Association: North and West Vancouver Branch Brief Counselling Service

Up to 12 sessions of counselling for North Shore residents without open ICBC, WCB or other insurance carrier claims. Counselling provided by intern or registered clinical
Call: 604-987-6959
Visit: <https://northwestvancouver.cmha.bc.ca/programs-services/counselling/>

Family Services of the North Shore

Professional counselling for residents of the North Shore.
Call: 604-988-5281
Visit: <https://www.familyservices.bc.ca/find-support/counselling-support/>

Family Services of Greater Vancouver, Student Internship Counselling Program

Counselling provided by supervised counselling interns, September to April only. Sliding scale fees based on household income. Offices in Vancouver, Richmond and New West.
Call: 604-874-2938
Visit: <https://fsgv.ca/programs/counselling/>

Gordon Neighbourhood House

Free counselling provided in partnership with supervised master's level counselling interns from City University. Individuals, couples and groups. Downtown Vancouver.
Call: 604-683-2554
Visit: <https://gordonhouse.org/programs/free-counselling/>
Email: counselling@gordonhouse.org

JFS Vancouver

Everyone welcome. Serving youth, adults, seniors, couples, and families.
Call: 604-558-5717
Visit: <http://jfsa.ca/counselling/> Sliding scale professional counselling to the Jewish and broader community.

Kitsilano Neighbourhood House

Counselling by phone or Zoom, in partnership with Moving Forward Family Services and City University; provided by counselling interns. Free to those with a Kitsilano Neighbourhood House membership.
Call: Counselling Sessions - 604-736-3588 ext.128
Visit: <http://www.kitshouse.org/counselling-sessions/>
Email: counselling@kitshouse.org

Living Systems Counselling

Individual, couple and family counselling using Bowen Family Systems Therapy. Interns at North Shore and Vancouver locations only.
Call: 604-926-5496
Visit: <https://livingsystems.ca/counselling/services-and-fees/>

Little Mountain Neighbourhood House

Counselling and Art Therapy Programs. Counselling provided by counselling interns, by appointment only .
Call: 604-879-7104 (Ask for Lynette)
Visit: <https://web2.lmnhs.bc.ca/counselling-and-art-therapy/>

Living Through Loss Counselling Society of BC

Professional grief counselling related to life change or loss. Group therapy also available. Small fund available for limited, subsidized counselling. Call to inquire.
Call: 604-873-5013
Visit: <https://livingthroughloss.ca/counselling/>

Moving Forward Family Services

Counselling for individuals and families. Counselling primarily offered in Surrey, with limited availability in Vancouver, Port Moody and Abbotsford.
Call: 778-321-3054
Visit: <https://movingforwardfamilyservices.com>

Community Resources in the Lower Mainland - Reduced-Cost Counselling

Oak Counselling

Secular counselling services provided at the Vancouver Unitarian Centre by supervised volunteers with Master's degrees in psychology or psychology-related fields. Individual and couples counselling.

Call: 604-266-5611

Visit: <http://oakcounselling.org/>

Scarfe Counselling - UBC

Counselling provided by counselling psychology graduate students, supervised by a psychologist. Clinic runs from September to April. Free for adults and children 10+.

Call: 604-827-1523

Visit: <http://ecps.educ.ubc.ca/counselling-centres/scarfe-free-counselling-clinic/>

Simon Fraser University

Counselling Clinics Surrey Clinic

Call: 604-587-7320

Visit: <http://www.sfu.ca/education/centres-offices/sfu-surreycounselling-centre.html> - closure during COVID: contact for update.

Burnaby Clinical Psychology Centre

Call: 778-782-4720

Visit: <https://www.sfu.ca/psychology/clinical-psychology-centre.html> Counselling for adults, children and youth provided by supervised graduate students in counselling psychology. Services at the Surrey clinic are free and at the Burnaby clinic are offered on a sliding scale.

SAHAS Helpline

Culturally safe crisis helpline

Call: 604-900-9211

<https://sahascommunityservices.com/>

South Vancouver Neighbourhood House - Counselling Services

program offered twice a week by counselling interns from City University. Individuals, couples and families.

counselling@southvan.org http://www.southvan.org/program_category/community-programs/ Free

UBC Psychology Clinic

Counselling services provided by doctoral student interns, supervised by registered psychologists.

Call: 604-822-3005

Visit: <http://clinic.psych.ubc.ca>

Vancouver Women's Health Collective - Wellness

Counselling and art therapy available on select days.

Call: Counselling - 604-736-5262

Visit: <https://womenshealthcollective.ca/counselling/>

LGBTQ+ communities

Catherine White Holman Wellness Centre

Drop-in professional counselling for trans and gender-diverse people. Call to find out when the next counselling clinic is being held.

Call: 604-442-4352

Visit: <https://cwhwc.com/services>

Heath Initiative for Men (HIM)

Brief professional counselling (8 sessions) is available to gay, bisexual and other men who have sex with men either by donation equivalent to hourly wage. Vancouver, New Westminster, Surrey, Abbotsford.

Call: 604-488-1001 ext. 230

Visit: <https://checkhimout.ca/gay-mens-health/mental-health/counselling-support>

Qmunity - Counselling Program

Counselling for members of the LGBTQ+ communities provided by Registered Social Workers and Clinical Counsellors. Daytime only. 10-session limit.

Call: 604-684-5307 ext.107

Visit: <https://qmunity.ca/get-support/counselling/>

Warning! Email option may not be suitable for victims, as contact by email may leave a trail for an abuser to trace. It is suggested that victims contact the aforementioned agencies through telephone or other means of communication.

Community Resources in the Lower Mainland - Reduced-Cost Counselling

Indigenous Communities

First Nations Health Authority

Toll-Free: 1-800-317-7878

Visit: <http://www.fnha.ca/benefits/mental-health>

Indigenous Counselling Program - WAVAW Rape

Free one-to-one counselling for Indigenous including trans and cis women, as well as trans, non-binary, and Two Spirit people, incorporating Aboriginal healing approaches and traditions based on the Medicine Wheel.

Call: 604-255-6344

Visit: <https://www.wavaw.ca/indigenous-counselling/>

First Nations and Inuit Hope for Wellness Help Line and On-line Counselling Service -

Immediate mental health counselling and crisis intervention to all Indigenous people across Canada.

Toll Free: 1-855-242-3310 Hope for Wellness Chat

Visit: www.hopeforwellness.ca

KUU-US Indigenous Crisis Line

(24/7)

Toll Free: 1- 800-588-8717

Child/Youth: 250-723-2040

Adult/Elder: 250-723-4050

Mental Health Provider List

Provides coverage to access mental health providers, including counsellors, social workers, and psychologists. FNHB covers three mental health programs: Short-Term Crisis Intervention, Indian Residential School Resolution Health Support Program, and the Missing and Murdered Indigenous Women and Girls

Visit: <http://www.fnha.ca/Documents/FNHA-First-NationsHealth-Benefits-Mental-Health-Provider-List.pdf>

Multilingual Services

MOSAIC - Stopping The Violence Family Counselling

Free, confidential counselling support and multicultural outreach services for women who have experienced, or are at risk of, abuse, threats, or violence in an intimate relationship, sexual assault or childhood abuse. 1:1 counselling and group support. Services available in English, Punjabi and Hindi.

Call: 604-254-9626 (Ask for the Stopping the Violence Counsellor and/or the Women's Support Worker).

Visit: <https://www.mosaicbc.org/services/counselling/stopping-the-violence/>

MOSAIC - Vietnamese Family Support Program

T56770Vietnamese_VFC_June06_Web.pdf One-on-one or family support and counselling for a variety of life issues. Services available in Vietnamese and English.

Call: 604-254-9626 ext.1030 (Ask for the Vietnamese Family Support Program).

Visit: <https://www.mosaicbc.org/wp-content/uploads/2017/08/>

SUCCESS - Individual and Family Counselling

Counselling offered in Mandarin, Cantonese, Korean, Farsi and English with a focus on helping new immigrants of Chinese and other ethnic origins. Play and art therapy also available. Fees charged on a sliding scale based on income.

Call: 604-408-7266 or 604-684-1628

Visit: <https://successbc.ca/counselling-crisis-support/services/counselling/>

Vancouver and Lower Mainland Multicultural Family Support Services Society Multicultural Outreach/ Stopping the Violence Program

Individual counselling, group counselling, advocacy, crisis intervention and referrals for women experiencing any form of abuse or violence, provided in numerous languages.

Call: 604-436-1025

Visit: <https://www.vlmfss.ca/multicultural-outreach>

Community Resources in the Lower Mainland - Reduced-Cost Counselling

Youth

Broadway Youth Resource Centre - City University Community Counselling Clinic 604-709-5729 <https://pcrs.ca/service-resource-centres/broadway-youth-resource-centre-2/> Offers counselling and support services in the areas of youth and family, anger management, and sexual orientation/gender identity issues. Counselling provided by supervised interns completing their Master's of Counselling Degree. Free.

Crisis Intervention and Suicide Prevention

Centre of BC - 24/7: Phone 604-872-3311 (Vancouver) or 1-866-661-3311 (toll free); Chat (noon-1am): <https://crisiscentrechat.ca/> or youth chat: <https://youthinbc.com/> (noon-1am)

Dan's Legacy - Therapeutic Counselling

Program tom@danslegacy.com <https://www.danslegacy.com/help/> Counselling for youth ages 15-25 who have experienced abuse or are affected by substance use problems. Family counselling also available. Bursaries available for those unable to afford therapy.

Kids Help Phone - 24/7 - In English or French 1-800-668-6868 - to talk to a professional counsellor <https://kidshelpphone.ca/> (to start live chat) or access online resources text CONNECT to 686868 for crisis text support - <https://kidshelpphone.ca/text/> Phone, text or live chat. Anonymous and confidential. No need to give your name.

Trauma Counselling for Children Affected by Family Violence (PEACE)

- 604-436-1025 Vancouver and Lower Mainland Multicultural Family Support Services Society <https://www.vlmfss.ca/childrens-programs> Counselling available for children ages 3-18 who have been exposed to domestic violence.

The Foundry - 1-833-308-6379 <https://foundrybc.ca/get-support/virtual/dropincounselling/> Single-session virtual counselling for youth ages 12-24 and their caregivers. Counselling by voice, video or chat. Drop-In Counselling Program

Urban Native Youth Association (UNYA) -

Counselling Program 604-253-5885 or link.counsellor@unya.bc.ca (intake counsellor works on Mondays) <https://unya.bc.ca/programs/alcohol-drug-counsellors/> Free individual and group clinical counselling for Indigenous youth, ages 13-24. Or contact the Wellness Centre for drop-in counselling hours: <https://unya.bc.ca/programs/native-youth-health-wellness-centre/>

Addictions

Addictions Services, Vancouver Coastal Health

604-675-3710 <http://www.vch.ca/your-care/mental-health-substance-use/substance-use-services> Substance use assessment, counselling and treatment planning for individuals, couples and families. Group counselling also available. Free.

BC Responsible and Problem Gambling Program -

1-888-795-6111 (available 24/7) <https://www.bcresponsiblegambling.ca/getting-help/find-counsellor> Free professional, multilingual counselling for any British Columbian struggling with their own or their family member's gambling. Counsellors have a minimum of a Master's degree in a counselling-related discipline.

Native Courtworker and Counselling Association of BC -

604-628-1134 Drug and Alcohol Outpatient Services - 520 Richards St. Vancouver <https://nccabc.ca/health/alcohol-drug-outpatient-services/> Walk in or call to set up an appointment. One-to-one adult, youth, family and group counselling for Indigenous people, part of an intensive outpatient treatment program.

Warning! Email option may not be suitable for victims, as contact by email may leave a trail for an abuser to trace. It is suggested that victims contact the aforementioned agencies through telephone or other means of communication.

Community Resources in the Lower Mainland - Reduced-Cost Counselling

Trauma

Atira Community Services Society - Stopping The Violence Counselling

Free individual and group counselling for women and transwomen who have experienced relationship abuse, sexual assault, or physical, emotional or sexual abuse.

Call: 604-331-1407 ext. 106 or 107

Visit: <https://atira.bc.ca/what-we-do/program/stopping-the-violence-counselling/>

Battered Women's Support Services -

Counselling and support services for any woman who has been abused in an intimate relationship as well as women survivors of childhood sexual abuse, adult sexual assault and Indigenous residential school survivors.

Call: 604-687-1867

Visit: <https://www.bwss.org/support/programs/counselling/>

Crime Victims Assistance Program

Funded counselling for victims of crime, their immediate family members and witnesses. Contact for eligibility.

Victim Link BC

Toll-free: 1-800-563-0808 (available 24/7)

Visit: <http://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/financial-assistance-benefits>

MMIWG2S Family Counselling Program WAVAW

Rape Crisis Centre

Free counselling for family members of missing and murdered Indigenous women, girls and two-spirit people. Family members includes extended families, community families and self-identified family members.

Call: 604-255-6344

Visit: <http://www.wavaw.ca/mmiw-family-counselling/> Individual counselling and group support for cis and trans women, two-spirit, trans and/ or non-binary people who have experienced sexual assault.

Call: 604-255-6228

Visit: <https://www.wavaw.ca/counselling/>

Residential Historical Abuse Program

[general-information.pdf](#) Free counselling for those who were sexually abused while under the care of the province (foster care, group homes, etc.)

Call: 604-875-4255

Visit: <https://counsellingservicevancouver.com/wp-content/uploads/2017/07/RHAP>

Specialized Counselling & Trauma Services - Family Services of Greater Vancouver

Professional counselling for women, children, survivors of incest/trauma/sexual abuse, pregnant women with a trauma history and those experiencing family violence. No fee, however may require a referral from a social worker.

Call: 604-874-2938

Visit: <https://fsgv.ca/programs/counselling/>

VAST

Trauma-focused psychological counselling for refugees in one-on-one and group settings. Services provided in over a dozen languages.

Toll Free: 1-866-393-3133

Call: 604-255-1881

Visit: <https://vast-vancouver.ca/our-services/>

Community Resources in the Lower Mainland - Reduced-Cost Counselling

Faith-Based/Religious

Linkage Family Counselling - Chinese Christian Mission

Reduced-cost Christian counselling by interns and professional counsellors available in English, Cantonese and Mandarin. Individual, couples and family counselling. Offices in Burnaby and Richmond.

Call: 604-629-2266

Visit: http://www.en.ccmcanada.org/?page_id=2327

Trans Lifeline

Peer support hotline run by and for trans people. 7am-1am Pacific Time. Critical Incident Response. Toll Free in Canada: 1-877-330-6366

WorkSafe BC

Crisis intervention and response for workers who have witnessed a traumatic incident in the workplace. Free.

Toll-free: 1-888-922-3700 (9am-11pm, 7 days wk)

Visit: <https://www.worksafebc.com/en/claims/report-workplace-injury-illness/critical-incidentresponse>

Willow Tree Counselling

Call: 604-521-3404

Visit: willowtreecounselling.ca

Email: megan@willowtreecounselling.ca

Address: 915-1125 Howe Street, Vancouver BC V6Z 2K8

Health-Related Services

Adapt Clinic - Genetic Counselling Program - - BC Women's Hospital

Free 1:1 counselling for anyone of any age who has a diagnosis of a mental health or psychiatric disorder, or for anyone with a family history of mental health issues, seeking to better understand potential risks associated with the mental health condition as well as strategies for protecting future mental health.

Call: 604-875-2726 (Angela Inglis) or 604-875-2000 ext. 6787 (Emily Morris)

Visit: [http://www.bcmhsus.ca/our-services/genetic-counselling-\(the-adapt-clinic\)](http://www.bcmhsus.ca/our-services/genetic-counselling-(the-adapt-clinic)).

Callanish Society

Counselling for adults and youth affected by cancer at any stage, and for their family members. Counselling also available for family members grieving the loss of a loved one from cancer.

Call: 604-732-0633

Visit: <https://www.callanish.org/callanish-in-vancouver/>

Chuck Jung Associates Psychological & Counselling Services*

No-cost counselling for individuals with traumatic brain injuries (TBIs) and their family members, delivered at Port Coquitlam and Burnaby offices by supervised psychology doctoral students.

Call: 604-874-6574

Visit: <https://www.chuckjung.com/pro-bono-counselling-tbi/>

Friends For Life

Free counselling for residents of Vancouver City Centre facing life challenges associated with HIV, cancer, hepatitis C and other chronic illnesses.

Call: 604-682-5992

Visit: <https://www.vancouverfriendsforlife.ca/copy-of-services-2>

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