

Family Violence Support Booklet

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Our Inspiration and Partners

This booklet was originally created by the Today Centre to provide information to clients and service providers to help understand family violence and supports available. Since then, we are grateful for the ongoing support from community members and agencies who provide updates and edits to ensure the information is not only accurate, but that it is also a valuable resource. The Today Centre is grateful for the collaboration with Cochrane Victim's Services.

Since opening in 2009 in Edmonton, The Today Family Violence Help Centre has provided support for people who are experiencing family violence. The Today Centre team consists of highly trained Family Violence Specialists who provide short-term, non-crisis emotional and practical supports to people of any gender, race, culture, ethnicity, sexual orientation, or faith. The Today Centre also provides education to professionals and community groups to help people better understand, respond, and support people experiencing family violence.

www.thetodaycentre.ca

A Brighter Tomorrow Family Violence Support Booklet

Cochrane and Area Victim Services

403-851-8055

This booklet is for anyone who:

- Wants more information about family violence.
- Wants to learn about available supports.
- Wants to know how to get help.

If you are experiencing abuse remember it is not your fault. You deserve help and support. Family or relationship violence is not a private matter and there are agencies who can offer support.

Anyone can experience family violence. This includes people of all genders, ages, backgrounds, cultures, sexual orientation, financial status, faith, country of origin, and people in same-sex relationships. It is never the victim's fault. Ever. People who experience family violence did not cause the abuse in the relationship. Sometimes people who experience abuse feel they are responsible and should have seen the signs, or known better. However, the person using the abusive behaviours does so in a way that's gradual and often confusing, so it's difficult to detect.

There Is Help

Everyone is deserving of help, regardless of how long you've been in the relationship, and whether you choose to stay or leave the relationship. Family violence is not a private matter. If you, or someone you know, is in an abusive relationship there are many places that can help.

Some of these helping agencies are listed at the back of this booklet.

Cochrane and Area Victim Services offers support, information and referral for victims of crime, tragedy and trauma. We are available to assist in providing relevant community resources, information on investigative processes, court updates, access to victim's programs and more. Our team consists of highly trained staff and volunteer advocates who can help promote you and your family to stay safe.

If you have experienced sexual violence in your relationship, **Calgary Communities Against Sexual Abuse at 1-877-237-5888** provides specialized support services at no fee.

The **Family Violence Information Line** at 310-1818 is also available 24 hours per day and has immediate access to more than 170 languages.

Whether you decide to stay or leave the relationship, Cochrane and Area Victim Services can help you, your children and your pets in several ways:

- Emotional support.
- Information.
- Connection to vital community resources.
- Safety planning tools.

If these types of services would be useful to you or you would like to know more information, please contact **Cochrane and Area Victim Services at 403-851-8055 or info@cochranevictimservices.ca**.

For specialized supports around family violence please contact Big Hill Haven's Outreach Worker at 403-796-6564. Big Hill Outreach can assist with individualized safety plans, risk assessments and resources.

The Resource Centre at 403-851-2250 can also be contacted and offers valuable resources for community residents. The Cochrane Resource Centre supports individuals and families using information, referrals, programming and services.

Understanding Family/Relationship Violence

Family violence, or relationship violence, refers to a systematic pattern of abusive behaviours within a relationship that is characterized by intimacy, dependency and/or trust. The abusive behaviours exist within a context where the purpose is to gain power, control and induce fear (CIAFV, 2001).

Family violence occurs when one person in an intimate relationship tries to dominate and/or control another person. It can happen among same-sex and opposite sex partners. It occurs within all age ranges, ethnic backgrounds, and economic levels.

Family violence includes relationships between intimate partners, parents & children, adult children and their parents (seniors), sibling relationships, and relationships within extended families. Although it is more common for women to report victimization, men also experience family violence.

Abuse can be verbal, emotional, cultural, spiritual, financial, physical, or sexual. Family violence can escalate from verbal and emotional to physical violence. While physical injury is dangerous and scary, the emotional and psychological consequences of family violence are just as serious.

(Department of Justice Manitoba)

Types of Abuse

Emotional Abuse is using words or actions to dominate, intimidate, degrade, and/or intentionally harm another person psychologically. It includes a wide range of behaviours that attack a person's sense of self-worth. It is about a misuse of power to control another person.

- **Name calling**, constant criticism, yelling, blaming, put downs, starting rumours, making fun, humiliating, or degrading you while alone or with others.
- **Gas lighting**: is a form of manipulation and brainwashing that causes you to: doubt yourself, intentionally confuses you, makes you question your memory and challenges things you know are true.
- **Threats**: threats of harm, neglect towards the victim, another person, or a pet.

- **Isolation and control:** separating you from your support system by stopping you from leaving home, using the telephone, the internet, having friends or visitors.
- **Outing:** threatening to 'out' your sexual orientation or gender identity to those who are unaware.
- **Stalking/Criminal Harassment:** when someone repeatedly follows, watches, or harasses you to make you feel scared and unsafe. This can include: showing up unexpectedly at work, contacting friends and family, using tracking technology, or using children to monitor their parent, sending gifts.
- **Threats of suicide:** used to make the victim feel guilty and at fault, thus preventing them from leaving the relationship, and making them return to their partner. This can be used as a control tactic or for not obeying rules in a relationship.

Financial Abuse happens when someone uses money or property to control and/or exploit another person. This is a part of most cases of family violence. It can include:

- Removing control of your finances, withholding finances, limiting or removing access to bank accounts.
- Creating debt, stealing, selling or damaging property.
- Not letting you work, or go to school or making you work all the time.
- Using your identity to purchase goods or services, applying for credit cards, etc.

Physical Abuse is the intentional use of force, or threats of force in an attempt to control behaviour, intimidate, or punish. It may consist of a single incident, or multiple, repeated and potentially escalating incidents. It can cause physical pain or injury that can cause ongoing health issues.

- Shoving, slapping, punching, strangling, burning, pinching, kicking, stabbing, cutting, poisoning, throwing objects, withholding/overdosing medication.
- Hurting with an object of any kind, restricting movement of any kind, confining.
- Threatening you, your children, your pets, or someone you know.
- Strangulation (choking) is one of the most dangerous forms of violence. See "Should I Seek Medical Treatment" on (page <0>).

Sexual Abuse is any form of sexual contact without voluntary consent, even if someone is in a committed relationship, living together, or

married. It includes acts of unwanted sexual attention and exploitation. Abusers use sex to humiliate and inflict violence on victims, which is a way to gain power and control over them.

- Forcing you into unwanted sexual activity, or not allowing you to consent to sexual activity.
- Exposing you to sexually transmitted infections (STIs), or not allowing you to use sexual protection or birth control.
- Exposing an unwilling partner to pornographic materials.
- Inappropriate touching, forced bondage.

Cultural and Spiritual Abuse can include:

- Criticism, not allowing you to practice your faith, forcing you to behave in a way contrary to beliefs, manipulating the interpretation of religious scripture to gain or keep control over you.
- Keeping your immigration papers and documents.
- Withholding, destroying, or threatening to cancel immigration application (permanent residence).
- Threatening to have you deported, threatening to take children overseas and not return, threatening family in your home country.

Information for Immigrants and Newcomers

If you are new to Canada and your partner is violent towards you, please be aware of the following information:

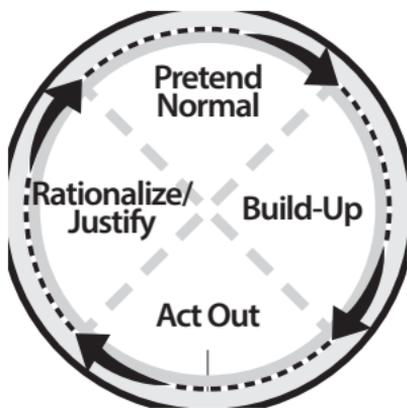
- If you have permanent resident status, you will not be deported if you leave the relationship, even if your spouse is sponsoring you.
- If your spouse is your sponsor and you leave, you may be able to get social assistance for you and your children.
- If you are a refugee claimant or you do not have permanent resident status, seek legal help right away. Canadian immigration guidelines offer some protection to individuals who are being abused by their partners. You can contact the **Family Violence Information Line 310-1818**, which has access to translators and can guide you to services in your community.
- If you are sponsoring your spouse and your spouse abuses you, you are entitled to legal help.

If English is not your first language, Cochrane and Area Victim Services can arrange for an interpreter. Please call 403-851-8055 to speak with a worker.

Cycle of Violence

Most of the time, abuse does not occur continuously. The abuser's actions in between episodes of abuse may make it difficult to seek help. The abuser may make you believe things will be different or you are the only person who could help them. Understanding the cycle of violence can help break it.

(Department of Justice Manitoba)



Build-Up:

- Stress begins this part of the cycle. The stress causes the abuser to feel powerless. The abuser chooses to act out toward their partner.
- As tension builds, the victim tries to calm the abuser and anticipate their every need. The tension becomes unbearable, like “walking on eggshells.”

Act Out:

- The tension that builds up leads to severe verbal abuse, and violent physical or sexual assaults. It may happen once or again and again.
- Abuse is always intentional and never an accident. The motivation for any type of abuse is to hurt, humiliate, and regain power and control over an individual.

Rationalize/Justify (Sometimes Called the Honeymoon Phase):

- In this phase, the abuser uses defense mechanisms such as blaming others or minimizing the violence.
- There can be promises to change, apologies, gifts, “it will never happen again”, they may be more attentive or appear like they are trying to change.

- Defense mechanisms turns the blame away from the abuser and onto the victim. The abuser defines the abuse and interprets how things “really are.” The abused person begins to believe this interpretation.

Pretend Normal:

- In this phase both partners may try to make the relationship continue in a normal way by pretending everything is all right. The cycle will continue if the problems are not addressed.

(Department of Justice Manitoba)

For information on local options contact the **Healthy Relationships Program through the Resource Centre at 403-851-2250.**

Safety Planning

It can be very difficult as well as dangerous to leave an abusive relationship, and is not always the right choice for everyone. Whether you choose to stay or leave, your safety must come first. The police and court orders may be able to offer some protection, but there are limits to what they can do. To help keep you and your loved ones safe, you need to have a safety plan.

What Is a Safety Plan?

A safety plan is a personalized plan that will help keep you, your children, and your pets safe. You can use a safety plan whether you plan to stay in the relationship, are thinking of leaving, or have left the relationship. A safety plan can include:

- Telling neighbours or friends to call the police if they hear frightening or loud noises, or if they see anything suspicious.
- Memorizing the telephone number of an agency that can help.
- If you have children, teaching them how to call the police.
- Putting 911 on speed dial and making sure your cell phone is always charged.
- Planning where you can go if you decide to leave (a place that is safe, such as an emergency shelter).
- Putting money in a safe place, and cancelling joint credit cards once you have left.
- Packing a suitcase for you (and your children, if any) and leaving it with a trusted friend.

- Putting an extra set of keys for the car and the house in a safe and easily-accessible place.
- Seeking legal advice about your situation.
- Putting ID, passports and other important papers for you and your children in a safe place (if keeping original documents is a problem, call the Legal Aid Alberta Line 1-866-845-3425 to get certified photocopies).
- Practicing and reviewing the safety plan on your own (and with your children, if any).

Things to Remember:

You will likely need to revise your safety plan as your life changes. If you move, have children (or have more children), become ill, or if the relationship becomes more abusive, your plan must change accordingly.

Ask someone you trust to help you with your safety plan or contact Big Hill Haven Outreach at 403-796-6564, the Resource Centre at 403-851-2250 or Cochrane and Area Victim Services at 403-851-8055

Safety Planning with Pets

- Including pets in a safety plan will ensure that all family members will escape an abusive situation.
- Know your pets' hiding spot so you do not have to spend time looking for them during an emergency.
- If you have a chance to pre-plan your escape, try to have these pet items in a safe place where your partner won't find them:
 - Vaccination & Medical Records,
 - Pet License (to prove ownership),
 - ID Tag,
 - Leash & Collar,
 - Carrier, and
 - Medication (if required).
- Keep the safe location of your pet a secret from your partner for your safety.
- Where Can My Pets Go?

The Cochrane and Area Humane Society Pet Safe Program provides free temporary safe housing for pets whose owners are in violent and abusive situations.

If you are fleeing a domestic violence situation and you have a pet, you should:

- Contact a referral agency or professional to access the program.
- Referral agencies include Cochrane and Area Victim Services, The Resource Centre, Big Hill Haven Outreach or another professional agency you are working with.

The Pet Safe Program can provide your pet with all required supplies and any medical assistance your pet(s) need so you do not have to worry about anything while your pet is in the Pet Safe Program. **The Alberta SPCA Pet Safekeeping Program at 780-447-3600 ext. 3750 or aasap@albertaspca.org** is also available to assist with temporary housing for pets.

Internet Safety Planning

The Internet is good place to search for information and seek help, but it is also a way an abusive partner to have power over you (for example, stalking and harassment).

How can I keep myself safe online?

Do not “check in” on social media, create a different social media or e-mail account unknown to your partner, use fake names when possible, sign out of your accounts, don’t post photos that show your location, turn off GPS location, use a safe computer (friend’s computer, library, agency, workplace).

How to Delete Internet Browsing History:

Microsoft Internet Explorer:

1. Click on “Tools” in the top menu.
2. Select “Internet Options”.
3. Select the “General” tab.
4. In the middle section, “Temporary Internet Files”, click “Delete Files”.
5. In the bottom section, “History”, click “Clear History”.

Google Chrome:

1. Open Chrome.
2. At the top right, click more.
3. Click history.
4. On the left, click “Clear browsing data”. A box will appear.
5. From the drop-down menu, select how much history you want to delete. To clear everything, select the beginning of time.

Safari

1. Open Safari.
2. Select the Bookmarks icon in the upper left corner.
3. Click the History Menu.
4. Click Clear and select how much history you would like to clear. For example, all recorded history.

Documentation

What is Documentation?

Documentation is a record of the abuse you have experienced.

Documentation can be a way some people use to help keep themselves safe.

Reasons Documentation May Be Helpful

- To be used for court proceedings or to press charges.
- Court can be a lengthy process and documentation may help you remember what has taken place.
- To keep track of potential changes or escalation in behaviour.
- To discover patterns of abuse.
- For affirmation of what has taken place.

What to include

- Date and time the event occurred.
- A brief description of the abusive event.
- If there were any witnesses to the abuse.
- If police are involved, record their names and the police file number.
- Photos of any cuts, scrapes, and bruises.
 - Consider including your face in the photo so it cannot be denied that these marks are on your body.
- Printed screenshots of text messages.
 - Consider deleting the person's contact name and only having their number displayed as their contact name.
- Print out any emails that include abusive language or threats.

Other Things to Consider

- It is important to try to hide the record of documentation somewhere where the person using abusive behaviors cannot find it.
 - Could you keep a copy with a friend or family member?
- Keeping an electronic and a paper copy of the documentation.
- Keeping a copy of the documentation on a USB stick as a back-up.

You may also wish to document the names of service providers or agencies you contacted or have accessed support from.

Family Violence and the Law

Many forms of abuse are viewed as crimes that are against the law, and police are able to lay charges on those who demonstrate abusive behaviours. The two most common charges in family and relationship violence are assault and criminal harassment (stalking and/or being obsessively monitored).

Assault

Assault may include (but is not limited to):

- Hitting or physically hurting you.
- Threatening to hurt you or someone else by an act or gesture.
- Forcing you into any sexual activity.

Criminal Harassment (Stalking)

Criminal harassment (often known as stalking) is a pattern of threats, actions, and unwanted attention that causes you to fear for your safety or the safety of others. This could happen in person, through the internet, or electronics (for example, a cellphone). You may feel like someone is watching you, and that you have to keep looking over your shoulder. You may be afraid someone might hurt you or the people you are with. Criminal harassment does not necessarily result in physical injury, but it may be a sign of future forms of violence.

If a person does any of the actions listed below and causes you to fear for your safety or the safety of your children or pets, it could fall under the crime of criminal harassment (stalking):

- Contacting you over and over again (such as at work or at home in the middle of the night).
- Making indecent or offensive phone calls to you or others, or calling you repeatedly and hanging up without speaking.
- Following or watching you or your loved ones (such as parking outside your home or workplace).
- Sending unwanted gifts.
- Threatening you, other family members, or friends.
- Threatening to destroy property or harm your pets.
- Doing anything that causes you fear that there will be harm done to you.

If any of the actions described above are happening to you, call the police right away. To help the police with your case, keep a written record of every incident, including details about what happened, where it happened, the date and the time. Assault and criminal harassment are against the law. You have the right to safety and protection.

Uttering Threats

Your partner could be charged with uttering threats if any of the following occur:

- A threat to kill or hurt anyone.
- A threat to burn, destroy or damage property.
- A threat to kill, poison or hurt a pet.

Disobeying Orders of the Court

Refusing to obey orders of the Court could result in additional criminal charges. If found guilty, the punishment may include a fine or time in jail.

Where Do I Get Legal Help?

You may need to talk to a lawyer right away about children, money, or a home you shared with your partner. For information on family law matters contact the **Resource Centre at 403-851-2250 or Calgary Legal Guidance Family Law Program at 587-349-7994**. If you cannot afford a lawyer, contact **Legal Aid Alberta at 1-866-845-3425 or www.legalaid.ab.ca**. There are other agencies that offer legal assistance listed in the resources at the back of this booklet. Please note that Legal Aid Alberta offers low-cost legal help but is not free and repayment is required. For more information, call the phone numbers listed above.

***Please note:** if you are using your home computer to research any of these organizations, keep yourself safe by erasing your search history so no one can see the sites you have been visiting. For instructions on how to do so, please see “Internet Safety Planning” (page <OV>).

Contacting the Police

If your partner or ex-partner hits you, sexually abuses you, threatens, harasses, stalks or obsessively monitors you, you can call the police. If you are unsure whether or not it is an emergency, call **911**. In the case of a non-emergency, you may call the **Cochrane RCMP non-emergency dispatch line at 403-932-2211**.

When the dispatcher answers, provide your name and address. The person answering the phone needs to understand the situation, so provide all details, speak slowly and clearly, and answer any questions they ask. Things you may need to say:

- Whether or not you are in immediate danger.
- What your partner is doing or has done.
- If there is a weapon, what it is and where it is kept.
- If there has been violence before.
- If you have children with you.
- If either you or the children are hurt.
- If you already have a protection order in place.

What Happens When the Police Come?

When the police arrive, they will talk to you to find out what happened.

Tell them:

- If you are afraid for your safety.
- What your partner has done to make you afraid.
- If you have tried to leave the relationship or have told your partner you are leaving.
- If you have taken medication.
- If you have been drugged, or strangled (choked).

This information is important to share with the police as your partner may become more violent after you have tried to leave or shared that you want to leave.

If the police find that your partner has threatened or assaulted you they will likely arrest your partner. Enough evidence of abuse will result in the police arresting the accused.

In family violence situations police have to lay a charge when they see reasonable grounds that an offence took place. If an offence involving family violence is reported the police will make an arrest even if you do not want them to.

If your partner leaves before the police arrive, they can be arrested when found. If you know where your partner is, tell the police. Any information that you provide will be helpful to your safety.

When talking with the police, it is helpful to get the officer's:

- Name.
- Phone number.
- Badge number.

The officer can give you a card with a contact name, phone number and your police case number. They can also arrange for a Victim Services Advocate to call or meet you. Victim Services can help you find a safe place to stay, answer questions, provide referrals and inform you about programs you may qualify for.

If your partner returns, you can ask the police to return.

What Will Happen if My Partner Is Arrested?

If the police make an arrest, one of two things can happen:

1. The accused will be arrested and released by the police and provided with a court date. Conditions will be given telling the accused that there are certain things they cannot do (such as contact you or go to your home); or
2. The accused will be taken into police custody and will have to appear in front of a judge to decide if/when they can be released and what their conditions will be if release is granted.

If charges are laid, you may want to ask about an Emergency Protection Order (EPO) in addition to the standard no-contact condition. This is recommended because no-contact conditions can be removed at short notice. An EPO can be extended up to a year if a judge thinks it is necessary. Ask the responding RCMP Officer for more information on Emergency Protection Orders or contact **Cochrane and Area Victim Services at 403-851-8055** for assistance. For more information about EPOs please read the section "Protection Order" (page <OV>).

What if I Do Not Want to Proceed with the Charge?

Police will lay charges when there are reasonable grounds to believe an offence occurred. Once a charge has been laid, the police cannot drop the charge at your request. The decision to drop charges is not yours to make. The Crown Prosecutor has the ability to proceed with charges whether or not you want to. For court updates and information on the court process contact Cochrane and Area Victim Services at 403-851-8055.

If My Partner Is Not Charged, Can Charges Still Be Laid?

Even if the police do not charge your partner, they are required to investigate your case. When the police ask you about the details of the abuse, it is important to share all of the information that you remember and any documentation you have. See “Documentation” (page <OV>) for more information.

If the police have reasonable and probable grounds to believe your partner has committed a criminal offence, they will lay a criminal charge. The Crown Prosecutor will decide if there is a reasonable chance that your partner will be convicted, and whether or not the prosecution will move forward. The police and the Crown Prosecutor do not need your consent to do this.

You have the right to know the status of the police investigation and the court case involving your partner. You also have the right to know if the Crown Prosecutor is not moving forward with legal proceedings. If the charges are not proceeding, you may ask for an explanation. For more information on the investigation, court case and legal proceeding call **Cochrane and Area Victim Services at 403-851-8055**.

When Are Charges Not Laid?

In order to charge an individual with assault, the police must have reasonable and probable grounds. This may include evidence such as bruises, abrasions, or redness on the skin. In cases where there is no witness or physical evidence, it can be extremely difficult to prove the abuse. If this is happening to you, please consult a lawyer.

Will I Have to Leave My Home?

If there are no arrests or charges laid, the police will likely ask either you or your partner to leave for a period of time (for example overnight). If you stay in the family home, you may want speak to a lawyer about applying for an order for “exclusive possession” of the home which means you will be able to stay in the home and your partner will have to find housing elsewhere. You may then want to have the locks changed and have a safety plan in case of future violence.

What If I Do Not Call the Police Right Away?

If you don't call the police right away, you can still document what happened and report the details of the abuse as soon as possible. Include the times, dates, places, and as many specific details as you can. This will help the police collect the evidence they need to make your case.

You are entitled to get help. Call the police or visit the police station to report the abuse. A Victim Services Advocate at the Cochrane RCMP Detachment can assist you with information on next steps.

What Will Happen at the Bail Hearing?

At the bail hearing, the Judge or Justice of the Peace will decide if the “accused” (your partner) should be let out of custody and on what terms. The Judge will say what your partner has to do to be released, which are called “conditions of release”. This can include things like forbidding your partner to use alcohol or drugs, or own guns or other weapons.

As a condition of release, the Judge or Justice of the Peace can order your partner to stay away from your home or where you work, and not to contact you either directly or indirectly. This means that your partner cannot contact you in any way, send gifts, or ask someone else to give you a message.

Will My Partner Be Able to See Our Children?

All situations are different. In some cases, the Judge will order that a third party become involved so that your partner can still see the children.

How Can I Find Out My Partner’s Conditions of Release?

You may ask the lead investigator or **Cochrane and Area Victim Services at 403-851-8055** to explain what the conditions of release are. If the accused is released, the police or Victim Services will contact you to notify you of the conditions of release. It is important to write these down and keep a copy on you at all times.

What Happens If My Partner or I Do Not Obey the Conditions of Release?

It is in your best interest to obey the conditions of release. If your partner does not obey the conditions of release or the no-contact order, your partner can be arrested and charged with a “breach” of conditions. If your partner breaks any of the conditions, phone the police or go to your local police station and report the incident.

Should I Seek Medical Treatment?

The police can connect you to a hospital and/or doctor if you have been physically hurt, or strangled (choked), and they will collect medical evidence of the assault.

Strangulation is when something is put around your neck (such as hands or another object) and pressure is applied. If you experience signs after being strangled such as voice changes, painful swallowing, difficulty breathing, blurry vision, difficulty concentrating, or changes in hearing, it is especially important to seek medical attention. Even if you do not have signs, it is important to get medical attention. Remember: You have the right to ask questions about any medical examination, to have a friend or support worker with you, and to refuse treatment. If you have experienced recent strangulation, you can call **Health Link at 811** to talk with a registered nurse who will complete a strangulation assessment with you over the phone. You do not need to give your name to the nurse.

If you have experienced sexual violence and choose to seek medical attention at any hospital in Calgary a crisis counsellor from Calgary Communities Against Sexual Abuse (CCASA) can provide support, give you information about common reactions to sexual assault, recovery, and support you, your family, friends or loved one's immediate and ongoing emotional needs. If you choose to attend Sheldon M. Chumir Health Centre within 72 hours the Calgary Sexual Assault Response Team will also be called in to support you. Registered nurses, doctors and crisis counsellors can offer medical treatment, emotional support and education about options for care and reporting. Whether or not you seek medical attention or file a police report, there is no time limit for reporting sexual assault, and at any time you can contact **Calgary Communities Against Sexual Abuse at 1-877-237-5888** for free specialized supports.

Things to Consider If You Choose to Leave

Property

Whether you are married or living common-law, you have a right to a fair share of the family assets such as a car, house, furniture and other things the family used together. You should consult a lawyer about your specific situation and rights.

How Do I Get to a Safe Place?

If you need a safe place to stay, you can ask the police or a Victim Services Advocate to help make arrangements at a shelter in Calgary or surrounding areas. You can also ask the police to accompany you (and your children, if any) to friends or relatives, or to a hotel if that is a

better place for you to stay. If you have pets, contact Cochrane and Area Victim Services, The Resource Centre or Big Hill Haven Outreach to get a referral to the Pet Safe Program.

If I Leave My Home, Does My Partner Get to Keep It?

If you leave the home, you may be able to get a temporary order from a judge at a later date that will give you the legal right to stay in the home. This is called an “exclusive possession order”. You need to apply for this order by going to Resolution Services at 1-855-738-4747 and requesting the appropriate application form. Even if you do not want to live in the home again, if you are married, are listed as a joint owner, or lived in the house in a common-law relationship with your partner, you likely still have an “interest” in the home, meaning, you should receive a share of the value of the home.

If I Leave, Will the Police Help Me Get My Belongings?

Depending on available resources, the police could be on-site to keep the peace, but they have no power over property decisions. For your safety in a violent relationship, it is strongly suggested that you only take the immediate necessities, such as clothing, toiletries or children’s belongings. In addition, the law says that property that is considered “joint property” must not be removed or disposed of by either party until you and your partner, through mediation or the court, can agree upon ownership (through mediation of the courts).

What About Pet(s)?

If your pet(s) are at risk of being harmed or killed, take your pet(s) with you when you leave home to protect them. Shelters in Calgary and area do not allow pets but there are several things you can do:

- If you are driving yourself to a shelter and your pet(s) are at risk of being harmed or killed, take the pet(s) with you. The pet(s) can stay in the car while the shelter staff refer you to the Alberta SPCA Pet Safekeeping Program or Cochrane and Area Humane Society Pet Safe Program.
- If you are being picked up and cannot drive the pet(s) with you to a safe place such as a shelter, ask a neighbour, friend, vet, or a local boarding kennel to hold onto your pet until you can get a referral to the Alberta SPCA Pet Safekeeping Program or Cochrane and Area Humane Society Pet Safe Program.

If you have to leave your pet(s) behind and return home to pick it (them) up, be aware of your own safety. You may contact the police to see if they can meet you at your home to ensure that you are safe. The police cannot force your partner to give you the pet(s) if you do not have the pet(s) included on the EPO.

You can apply for an EPO that includes your pet(s):

For you:

- Tell your legal representative about threats and show them evidence to request that any protective order includes provisions for the safety of your pet or livestock:
- Make note of the dates and extent of threats
- If there is evidence of the threat (letter, email, text, recording), keep that evidence.
- Take pictures of any injuries.
- Keep evidence of veterinary bills that pet supplies for which you paid.
- If there are any ownership papers in your name, be sure to keep a copy and include it in your safety plan.

For your lawyer:

- The use of Protection Against Family Violence Act does not amount to a protection order for the animal. Rather, the question is how animals may be considered in the conditions of protection orders for victims of domestic violence.
- Direct protection for animals in domestic violence may also be addressed by Alberta's Animal Protection Act and the following sections of the Criminal Code of Canada: 444 & 445 (injuring or endangering), 445.1 (causing unnecessary suffering), 446 (neglect and abandonment) and 264.1(1)(c) (uttering threats).

If you have questions about the **Cochrane and Area Humane Society Pet Safe Program** contact 403-932-2072 or shelter@cochranehumane.ca. For any questions about the **Alberta SPCA Pet Safekeeping Program**, call 780-447-3600 ext. 3750 or aasap@albertaspca.org.

Residential Tenancies (Safer Spaces for Victims of Domestic Violence) Amendment Act

If you and/or your children are at risk of harm, you can break a rental lease without financial penalty.

Step one:

You will need a certificate to confirm termination of tenancy. Contact a professional who can complete the Certified Professional Statement document. Examples of professionals include:

1. A doctor, registered nurse, social worker, psychologist, psychiatric nurse; or
2. A police officer or RCMP member; or
3. An individual who is employed by an organization that supports victims of crime, domestic violence workers, or shelter staff.

They will then submit this form and you will receive your certificate.

Step two:

Once you receive your certificate, you will present it with a written notice to terminate tenancy. You must provide at least 28 days' notice and are responsible for rent for this time. You do not have to remain in the residence during this time.

Contact the **Safer Spaces Processing Centre at 310-000, then 780-422-4080 or www.saferspaces.alberta.ca** for more information.

For additional resources: www.alberta.ca/documents/Safer-Spaces-Certified-Professional-Statement.pdf

What Happens With the Children if You Leave the Relationship?

If it is safe to do so, take your children with you when you leave the home to protect them. If you cannot leave safely with the children due to the partner withholding them or making threats, contact the police.

You may have concerns about leaving with the children. Your partner may have threatened that the police will remove the children if you do not cooperate with their demands or your partner may later accuse you of withholding the children from them. If possible, let the other caregiver know the children are safe. It is important to remember, however, just as the police cannot force your partner to give you the children without

a court order, the police can also not force you to return the children to your partner. Therefore, if you are leaving your partner, make arrangements to apply for custody and consider legal advice to assist you with this process. You can speak with someone locally by contacting the **Legal Resource Centre at 403-851-2250** or someone from **Calgary Legal Guidance at 403-234-9266** to better understand your options.

If your partner refuses to let you take the children or has a court order giving them custody, seek legal advice right away. Call **911** if you feel that your children are in immediate danger. If you are concerned about their safety while they are with your partner, you can call your local Children's Services and discuss your concerns with a social worker. If immediate help or advice is needed, you can call the **Child Abuse Hotline 1-800-387-5437 (KIDS)**. Help is available 24/7 in multiple languages. For more contact information, please see the resources at the back of this booklet.

Can My Partner Go to the School and Take the Children?

Tell the school what is happening, and give them a copy of the court order and/or the no contact conditions, as well as a photograph of your partner. If you have a sole custody order, the school will not let your partner pick up the children. If there is no custody order in place, the school does not have the power to determine pick up arrangements, and your partner has an equal right to pick up the children. In the same way, if your partner has a sole custody order, you cannot pick the children up from school. If you have abduction and safety concerns about your children going to school and no custody and parenting order is in place, consider moving them to a different school, at least temporarily.

Parenting Orders

The courts may create a parenting order when a child has more than one guardian who live apart and are unable to agree on how to share the powers, responsibilities and entitlements of guardianship.

A parenting order allocates parenting time and parenting responsibilities between the guardians in an effort to be balanced and focused on the best interests of the child.

A contact order involves contact between the child and people other than the guardian, such as grandparents and other people who might be important to the child. An application for in-person visitation or other contact, such as by telephone or e-mail, can be made if a guardian has denied contact with a child.

Custody

Custody is a term used when parents are divorcing. Custody may refer to a parent's right to make decisions for a child or it may refer to who has day-to-day care of a child.

If you leave a relationship, apply to family court for a temporary order for custody or for a parenting order for your children, even if you did not take the children with you. You can obtain help from a lawyer. If you cannot afford a lawyer you may want to contact **Legal Aid Alberta at 1-866-845-3425**. For information on family law you can also contact the **Resource Centre at 403-851-2250 or Calgary Legal Guidance at 403-234-9266**.

Access

Access is the legal term for the children's right to see a parent that does not have custody in cases where parents are divorcing. You can ask the Judge to order specified access to the other parent. This may allow the other parent to see the children only if they follow certain conditions such as not drinking or using drugs for 48 hours before the visit, not taking them out of province, or seeing them only at specific times, based on what is best for the children in the circumstance.

Taking a Child Out of the Country

In any case of divorce/separation or family violence, child safety or child custody is always significant but it is a very complex issue and dependent on a variety of factors. One fear in this situation is taking a child out of the country without consent.

A mother or father who is afraid that the other parent will take their child out of the province or out of the country, without consent, may be able to get a Parenting Order to prevent the children from out of country travel. Contact Resolution Services at 1-855-738-4747 for more information.

What Is Mediation?

In mediation, parents or others involved in raising children work with a trained mediator to decide on parenting arrangements and resolve other issues that result when parents live apart. Mediation is a cooperative process, so it is important to disclose family violence, as this is an imbalance of power and control. This will allow the mediator to assess and best serve the family. The cost of mediation services can depend on if

you have a child less than 18 years of age, and/or the combination of you and your partner's income.

If you prefer to hire a private mediator, please visit the Alberta Family Mediation Society's website at www.afms.ca.

Victims' Roles and Rights in the Criminal Justice System

The Canadian Criminal Justice System has set out within it the roles and rights of a victim of crime. The rights of victims of crime need to be considered during every stage of the criminal justice process by police, prosecutors, courts, review boards, corrections and parole boards.

The Canadian Victim Bill of Rights States the following:

Right to Information: You have the right to ask for information about the justice system, about services available, and about the progress of the police file and the status of the person who harmed you.

Right to Protection: You have the right to have your security and privacy considered, to have reasonable and necessary protection from intimidation and retaliation, and to ask that your identity not be publicly released.

Right to Participation: You have the right to present a victim impact statement and have them considered. See "The Court Process" (page <0>) for more details. Your views can also be passed on and considered in regards to decisions that affect your rights.

Right to Restitution: You have the right to have the court consider making a restitution order for your financial losses and to have any unpaid amount enforced through a civil court. Please see "The Court Process" (page <0>) for more details.

In the Province of Alberta, a victim of a crime may also be eligible for Financial Benefits. Please see the section on "Financial Supports Available" for more details (page <0>).

The Court Process

Introduction

The provincial court handles family violence-related crimes. The case may move slowly through the justice system.

This process may be a difficult one to go through, but it is important to remember that many who have gone through this process have found it helpful in the end. There are people who can help you. For more information and assistance regarding criminal court processes contact **Cochrane and Area Victim Services 403-851-8055**.

Who Is the Crown Prosecutor?

The Crown Prosecutor is the lawyer representing the government. If the police have reasonable and probable grounds to believe a family/relationship violence offence happened, a charge will be laid on the accused. The role of the Crown Prosecutor is to review the police report and decide if there is a reasonable chance of conviction, and if it is in the public interest to move forward with the case.

Remember that the Crown Prosecutor makes this decision and does not need your consent to do so. The Crown Prosecutor does not act as your lawyer — they represent the government and act in the interest of the public.

What Happens at the First Appearance?

Your partner, “the accused”, may be ordered to appear in front of the Judge. You do not need to attend this event. At this first appearance, your partner will be asked if they intend to seek a lawyer and whether they plead guilty or not guilty. If your partner does not have a lawyer or is not ready to enter a plea, a new court date will be set.

If your partner pleads guilty, there will not be a trial and the court will set a date for sentencing.

If your partner pleads not guilty, a trial will be held at a later date.

If your partner has been in jail (“remanded”) until the first appearance, the Judge may release them on bail until the trial starts. There may be conditions that your partner must follow if they are released, such as not to have contact with you, to stay away from the family home, or not to own guns or other weapons.

If your partner does not follow the conditions of release or any other orders, you should contact your local police station and share this with them.

Do I Have to be in Court for Every Court Date?

No. You only have to appear in court if you receive a subpoena telling you to attend. You are also not required to appear at the first court date, but the court is open to the public and you can appear if you choose to. Victim Services will attend court and can call to provide you with court updates. If you have not received a call from Cochrane and Area Victim Services and have questions about court, please call 403-851-8055.

Will I Have to Go to Court as a Witness?

If the Crown Prosecutor decides to move forward with the case, you may be seen as an important witness to the abuse. If the accused pleads not guilty the court case would move forward to a trial. You will most likely be asked to “testify” at the trial to explain the abuse that happened. The Crown Prosecutor may meet with you before the trial and explain what will happen in court. A worker will also explain this process to you, which is called “court preparation”. Court preparation for individuals that appear as a witness is provided by **Cochrane and Area Victim Services 403-851-8055**.

If you need an interpreter, the Crown Prosecutor can arrange one for your court appearance.

How Will I Know When I Have to be in Court?

You will be given a paper called a “subpoena” (a court order), which tells you that you have to appear in court and when the trial will take place. The subpoena will be given to you in person by a police officer or peace officer.

What if I Do Not Want to be a Witness or Attend Court?

If you receive a subpoena (a court order), you must appear in court. You must also testify if you are called to do so, and you must be honest and tell the truth about what happened.

What Is a Victim Impact Statement?

A Victim Services Worker or a police officer will ask if you want to fill out a Victim Impact Statement. A Victim Impact Statement allows you to explain the impact the abuse has had on you emotionally, physically and in your everyday life. This statement is filled out by the victim and mailed to the Court House where it will be placed on the Court file. The Judge considers this statement when deciding what sentence your partner will receive if a guilty plea is entered or your partner is found guilty.

What is Restitution?

If you have suffered a financial loss as a result of your partner, you may be able to get “restitution”. Restitution is a way for an offender to repay the victim for losses suffered.

To do this, you must complete a Request for Restitution Form. You can get this form from Victim Services. Once the form is filled out, return it to Victim Services as soon as possible, and it will be given to the Crown Prosecutor.

You may be given restitution for:

- Damage, destruction, or loss of property.
- Bodily or psychological harm.
- Lost wages.
- Counselling or psychologist expenses.
- The cost of moving out of the offender’s house.
- Losses from unknowingly purchasing stolen property.
- Expenses from re-establishing your identity or correcting your credit history or rating.
- Expenses to remove a personal image from the internet.

After an offender is found guilty, the Judge can consider restitution during the offender’s sentencing. If the Crown chooses not to ask for restitution during sentencing, you may ask the court to do so yourself. In this case, it may be best to contact a lawyer to file and enforce the order. If the restitution is ordered but not paid, you may also wish to consult a lawyer.

For more information about Victim Impact Statements and Restitution or to obtain forms please contact **Cochrane and Area Victim Services 403-851-8055**.

The Trial

Before your partner’s trial, you may want to have some information about the court process. Cochrane and Area Victim Services can provide court preparation and accompany you to court. To learn more contact **Cochrane and Area Victim Services 403-851-8055**.

The Crown Prosecutor will present evidence to show family or relationship violence has occurred, and you may be called as an important witness. Other witnesses such as neighbours, police, friends, or your doctor may also be contacted to support the case that violence occurred.

Will My Children Be Called as Witnesses?

Not normally. Your children will not have to testify unless it is absolutely necessary.

What Does the Defense Lawyer Do?

The process for the lawyer defending your partner is the same as it is for the Crown Prosecutor. The defense lawyer will present the accused's side of the story and will question the Crown's witnesses, including you. Often, the accused will be called as a witness. Since the defense lawyer's job is to question every part of your story, the defense lawyer's questions may be more challenging for you to answer than the Crown Prosecutor's. This can be a difficult process, but try not to be frightened by the defense lawyer's questions and simply tell the truth.

In some cases, the accused may decide to defend their case without a lawyer. If this happens a lawyer will be assigned to your partner's file to ask you questions while you are on the stand. Your partner will not cross examine you.

What Does the Judge Do?

After hearing the facts presented by both sides, the Judge will make a decision about how to proceed with the case.

Why Can the Accused Be Found Not Guilty?

If the accused is found not guilty, it does not necessarily mean the Judge didn't believe you. Criminal trials follow strict rules of evidence, and the law states the accused has to be proven guilty "beyond a reasonable doubt". Therefore, it is important to remember that if the accused is found not guilty, it may be because of a lack of evidence or a point of law, not because the Judge thinks that your abuse did not happen.

Remember all no contact conditions will be dropped if the accused is found not guilty

In rare cases, the Crown will decide to appeal the Judge's decision. Later, the Appeal Court will make their decision based on all written notes taken at the original trial.

What Happens If My Partner Is Found Guilty?

If your partner is found guilty, the Judge will decide what should happen by giving a sentence. Your Victim Impact Statement and Request for Restitution will be taken into consideration.

What Kind of Sentence Will My Partner Receive?

If your partner is found guilty, sentences may include:

Conditional Discharge with Probation

A Conditional Discharge with Probation means there will be no criminal record. However certain conditions must be followed, such as:

- Staying away from you (and the children, if any).
- Getting counselling.
- Attending a treatment program for drug or alcohol abuse.
- Attending family violence counselling for a certain period of time.

Suspended Sentence with Probation

A suspended sentence means your partner has been found guilty and will have a criminal record. The Judge has given a sentence to your partner (for example, jail time) but is not requiring your partner to serve that sentence for a period of time. Instead, the Judge is setting conditions that your partner must follow in a “probation order”. If your partner meets these conditions during the probation period, the sentence may be dismissed by the Judge. One of these conditions requires your partner to regularly report to a probation officer, who tells your partner what conditions are in the probation order. The Judge may also order participation in a drug or alcohol treatment program.

If your partner does not follow the conditions of the probation order, they can be charged with another offence along with the original offence.

Jail

If the offence was severe or your partner has committed criminal offences before, the sentence may be time in jail. The Court may allow the possibility for an offender to serve a jail sentence on weekends so the offender is able to keep their job.

How Will I Know When My Partner Gets Out of Jail?

It is important to know about available resources that can keep you informed about Jail sentences and releases. Once you have registered with the National Parole Board (for a federal sentence only) they can

send you up-to-date information about any release hearings and release dates for your partner. Make sure you keep your numbers up to date with the agencies that are providing you with information to ensure they can keep you informed. For information about federal and provincial notifications and to learn more about the process please contact **Cochrane and Area Victim Services at 403-851-8055.**

Protection Orders

The following are protection tools that can be used for your safety:

Emergency Protection Order (EPO)

An Emergency Protection Order protects you by ordering that your partner (“the Respondent”) not contact you, not come around you, and may remove your partner from the family home. EPOs can also apply to your family members if they are named in it. You can get an EPO on a 24-hour basis 7 days a week.

There are a number of ways to get an EPO:

- In emergencies an EPO application can be made by the RCMP on your behalf.
- You or your lawyer can apply in person at your local courthouse during business hours. It is recommended to first report to the EPO office and speak with duty counsel located on the 12th floor.
- You can apply 24/7 at the Calgary courthouse. After hours you can be seen by a Justice of the Peace through the bail hearing office.
- You can also contact **Legal Aid Alberta’s Emergency Protection Order Program at 403-297-5260** during office hours for free legal information, services and support.

If the following criteria is met the Judge or Justice of the Peace can grant the EPO:

- Family violence has taken place; and
- There is reason to believe the violence will continue; and
- The situation is serious or urgent enough for you/or your family members to require immediate protection

Once you file the order, the police will serve the EPO on your partner. At that time, the conditions of the order may be enforced by the police. A higher court, the Court of Queen’s Bench, will review the EPO within nine working days. EPO’s can be extended for up to 12 months.

An EPO can be used to:

- Keep the Respondent away from a home, workplace, school or anywhere else family members might be present.
- Prohibit the Respondent from making contact or communicating with certain family members.
- Grant exclusive rights to live in the home to certain family members for a specified period.
- Direct the police to remove the Respondent from their home and supervise them as they remove their personal belongings.
- Direct the police to seize and store weapons.
- Specify any other provision for the immediate protection of family members.

At the review that is scheduled within nine working days of the original EPO being granted, the Respondent is given the opportunity to give their side of the story. The Court of Queen's Bench may:

- Confirm the EPO.
- Revoke (cancel) the EPO.
- Direct that an oral hearing be held.
- Issue a new order.

An EPO can be in place for up to one year and may be extended for further one-year periods.

It is important to remember that it is illegal to make false claims. Anyone who does so can be charged with public mischief under the Criminal Code of Canada.

For more information: www.cplea.ca/wp-content/uploads/2016/06/EmergencyProtectionOrders.pdf

Queen's Bench Protection Order

A Queen's Bench Protection Order (QBPO) is similar to an EPO except that you can apply for it directly from the Court of Queen's Bench and give notice to the Respondent in advance. An EPO can also be turned in to a QBPO because it can include some additional terms. A Queen's Bench Protection Order can be in place for up to one year and may be extended for further one-year periods.

In addition to the terms in an EPO, a Queen's Bench Protection Order can also include terms that:

- Require the Respondent to pay you for any financial losses suffered as a result of family violence.
- Allow the victim or the Respondent to temporarily possess specified personal property.
- Instruct the victim or the Respondent not to deal with property in which they both have an interest (for example, not selling it or giving it away).
- Require the respondent to post a bond (money) to ensure they will follow the terms of the order.
- Require any family members involved in the violence to receive counselling.

Restraining Order

A restraining order has terms that limit how the Respondent can contact you. The Police can arrest your partner for breaking (also, called "breaching") the restraining order if there is a police enforcement clause. Breaching the order is not a criminal offence, but the family court can order consequences against the Respondent for breaking the order because this would mean they are in "civil contempt of court". Consequences can include jail time or fines.

You can apply directly to the Court of Queen's Bench for a restraining order. You will have to prepare all the necessary paperwork yourself. It may be a good idea to seek a lawyer to help you in the remainder of the restraining order application process.

This involves:

- Applying in the courtroom before a Justice of the Court of Queen's Bench,
- Serving the Order and Declaration/Affidavit to your partner, the "respondent". The Order must be received to take effect; and
- Registering the Affidavit (proving that your partner received the Order) and Order at your local police station.

In serious or urgent cases, you can apply for a restraining order on the same day you go to the courthouse without giving the Respondent notice you are going. Usually, you will have to come back to court within two to three days to have the order reviewed. The Respondent is given a chance to give their side of the story at the review. At the review, if the order is

continued, the judge will set how long it will stay in place for. There is no minimum or maximum length the order can stay in place; this is up to the judge.

If you do not want to serve the documents yourself, you can hire someone, called a process server, to serve them for you.

For more information: www.cplea.ca/wp-content/uploads/2016/07/RestrainingOrders.pdf and www.cplea.ca/wp-content/uploads/2016/07/ServingDocuments.pdf

Financial Supports Available

Supports for Albertans Fleeing Abuse

Albertans in an abusive situation can receive help 24 hours a day, seven days a week through Alberta Works Fleeing Abuse Fund at 1-877-644-9992 to find out what's available. Financial supports are also available through Alberta Works Income Support; if you meet the program's eligibility requirements. They provide the following services:

Getting to Safety

- Emergency transportation to a safe place, such as a shelter.
- Emergency accommodation in a hotel or motel if shelters are full or not available.
- Help for emergency needs not provided by a shelter, such as prescription drugs, nutritional products, dental, and vision services, and childcare.
- Relocation costs within Alberta or Canada are covered if needed to escape the threat of violence.

Setting up a New Household with Emergency Funding

- Escaping abuse fund: \$1,000 to help set up a new home.
- Emergency damage deposit to secure a residence.
- Financial help for needs such as food, clothing, shelter and other basic needs.
- Funding to cover costs of utilities and transportation including phone bills.
- A small monthly benefit.

Starting a New Life

- Help to obtain child support from the other parent, if doing so does not endanger the safety of you or your children.
- Continued health benefits after your family is able to leave.
- Supplemental health care coverage for you and your children.

If you choose to stay separated from your partner and do not have enough money, you may apply for regular assistance through Emergency Income Support Contact Centre 1-877-644-9992. You can also apply to the court to receive financial support from your partner by contacting a lawyer for assistance.

Other Financial Considerations

If you already receive money, such as a pension or disability cheque, be sure to contact the office that sends you these cheques to tell them you have separated from your partner. Give them your new address and be sure to tell them you have left an abusive relationship so they can protect your information. If your pension or disability cheque is automatically deposited into your joint bank account, make other arrangements for the deposit.

If you have money in a joint bank account, take out your money right away. If you have credit cards in both your names, contact the credit card company to have the cards cancelled or to have your name removed from the account. If you own a house, car, or other property together, seek legal advice as soon as possible.

Financial Benefits for Victims of Violent Crimes

Victims injured during a crime may be eligible for a one-time financial benefit. You may be eligible for this benefit if you suffered physical or emotional injury as a result of being a victim of a crime in Alberta. This program does not cover property damage or loss.

When a crime results in death, dependents of the victim may be eligible for financial benefits. A legal guardian may apply on behalf of minors or dependent adults. You may be eligible for financial benefits if:

- The crime occurred in Alberta.
- You reported the crime to the police within a reasonable period of time.
- You cooperated throughout the investigation.
- Your application was received within 2 years of the date of the crime (unless you were a youth when the crime happened).

Your criminal record and any action on your part that may have contributed to your injuries are also considered.

You may get the required forms from Cochrane and Area Victim Services. Victim Services can also assist you in filling out the forms.

Maintenance and Support

The Maintenance Enforcement Program (MEP) is responsible for enforcing child support and spousal orders by collecting payments and getting payments to the right people. You can contact **MEP at 780-422-5555**.

MEP cannot:

- get court orders for you
- change the amount of support ordered by a court
- vary a court order in any way
- provide legal advice or legal representation, or deal with custody, access, or parenting time.

Phone Numbers and Notes

403-851-8055 info@cochranevictimservices.ca

Who Can Help?

Remember: You are not alone, there is help.

Emergency Lines

Ambulance, Fire, Police (Emergency) 911
Child and Family Services Crisis Unit..... 1-800-638-0715

Non-Emergency Lines

RCMP 403-851-8000

Crisis

24-Hour Distress Centre 403-266-4357
Child Abuse Hotline 1-800-387-5437
Connecteen Text: 587-333-2724 Phone: 403-264-8336
211 211
Kids Helpline..... 1-800-668-6868
Children's Cottage (24 Hours) 403-233-CARE (2273)
Canada Suicide Prevention Service (24 Hours) 1-833-456-4566
Mental Health Helpline 1-877-303-2642
Sexual Assault Helpline 1-877-237-5888
Calgary Elder Abuse Resource Line 403-705-3250
24-Hour Emergency Income Support Contact Centre 1-866-644-5135
Addiction Helpline — AHS (24 Hours) 1-866-332-2322
Alberta Council of Women's Shelters 1-866-331-3933
Shelter Safe sheltersafe.ca
Family Violence Info Line (24 Hours) (area code not required) . 310-1818
Inuit and First Nation Hope for Wellness Helpline
(24 Hours)..... 1-855-242-3310

Community Services

Cochrane and Area Victim Services 403-851-8055
Resource Centre..... 403-851-2250

- Access to Basic Needs
- Referrals
- Parent Link
- Safe Coach Program
- Elder Abuse Program
- Healthy Relationships Program
- Home Visitation Program
- Rural Outreach Program
- Financial Info and Resource Management
- Legal Resource Centre

Big Hill Haven Outreach	403-796-6564
Woods Homes Community Outreach Program	403-299-9699
Alberta Supports Cochrane	403-932-1033
Boys and Girls Club of Cochrane.....	403-981-2020
Helping Hands	587-580-9448
Calgary and Area Child and Family Services	403-297-6100
Calgary Sexual Assault Response Team	403-955-6030
Sheldon Chumir Centre	403-955-6200
Humane Society Pet Safe Program	403-932-2072
SPCA Pet Safekeeping Program	780-447-3600 ext. 3750

Counselling Services

Cochrane Services

Cochrane Addictions and Mental Health (Urgent Care).....	403-851-6100
Rural Addiction and Mental Health Intake Line.....	1-877-652-4700

Calgary and Surrounding Area Services

One Step at Time Counselling – Primary Care Network... 1-855-792-3726	
Distress Centre.....	403-266-4357
Calgary Communities Against Sexual Abuse (CCASA).....	403-237-5888
Calgary and Area Child Advocacy Centre.....	403-428-5300
Calgary Counselling (sliding scale)	403-265-4980
Eastside Family Centre (walk in only).....	403-299-9696
Jewish Family Services.....	403-287-3510
South Calgary Health Centre.....	403-943-9374

Indigenous Based Services

Inuit and First Nation Hope for Wellness Helpline

(24 Hours).....	1-855-242-3310
Turning Point Program.....	403-881-2877
Laurel Larson (free indigenous counselling in Calgary).....	403-607-2955
Stoney Health Services.....	403-881-3920
Stoney Child and Family Services.....	403-881-3900
Morley Food Bank.....	403-881-2766
Eagle's Nest Stoney Family Shelter	403-881-2000
Awo Taan Healing Lodge	403-531-1972
Tsuu T'ina Victim Services	403-238-5649

Legal Services

Calgary Legal Guidance.....	403-234-9266
Emergency Protection Order Program (EPOP).....	1-866-845-3425
Legal Aid	1-866-845-3425
Student Legal Assistance	403-220-6637
Provincial Courthouse (Cochrane).....	403-932-3223
Alberta Courts Resolution Services (Calgary)	1-855-738-4747
Dial-A-Law.....	1-800-332-1091
Lawyer Referral.....	403-228-1722
For legal information regarding family violence.....	www.willownet.ca

Other Resources

Safer Spaces — Processing Centre	310-0000 (780-422-4080)
Parole Board.....	1-866-789-INFO (4636)

Support for updating this information booklet was provided by:

- The Today Centre
- City of Edmonton – Family Violence Prevention
- Sexual Assault Centre of Edmonton
- WIN House
- Lurana Shelter Society
- Family Violence Prevention Centre — John Howard Society
- Pet Safekeeping Program — Alberta SPCA
- Indo Canadian Women’s Association
- Latitude Family Law
- Centre for Public Legal Education Alberta
- Western Rocky View Family and Community Resource Centre
- Big Hill Haven

