



**Approving University Official(s):** Academic Council, Board of Governors, Board of Directors  
**Responsible Office:** Human Resources  
**Effective date:** December 5, 2020  
**Last review date:** January 10, 2022  
**Next review date:** 3 years

## **[AD- Prevention of Sexual Violence Procedures]**

### **Purpose**

Yorkville University (“Yorkville”) is committed to providing its Students with a working and educational environment free from Sexual Violence which includes Sexual Assault and Sexual Harassment. Yorkville is further committed to treating its Students who disclose and Report incidents of Sexual Violence with dignity and respect. Yorkville has adopted this Prevention of Sexual Violence Policy (the “Policy”) to reaffirm Yorkville’s commitment to a safe and healthy campus and to set out Yorkville’s response to incidents of Sexual Violence.

### **Audience**

This Policy applies to all Members of the Yorkville Community. All Members of the Yorkville Community will be offered appropriate support with respect to issues of Sexual Violence, regardless of their role at Yorkville or the role of the Respondent.

This Policy may apply to Incidents of Sexual Violence in which both the Complainant and Respondent are Members of the Yorkville Community, regardless of whether the event occurred on campus, off campus including both physical and online environments (including social media), provided there is a nexus between the Incident of Sexual Violence and Yorkville.

The resolution options described in the procedures are in addition to, and not in substitution for, other internal or external options or other legal rights. Nothing in this Policy is intended to discourage, prevent or preclude an individual from filing a Report and/or Complaint under any other Yorkville policy and/or contacting police services, initiating legal action or exercising any other legal rights.

### **Procedures**

#### *Disclosure*

Under this Policy, a Student may file a written Report with the Campus Principal or Principal’s designate. The Campus Principal is the first point of contact for Students. If the allegation of Sexual Violence involves the Campus Principal, a Student may file a Report with the Chief Talent and Culture Officer- Human Resources. In these situations,

Yorkville may refer the Investigation to an external investigator to conduct an impartial Investigation and assume related responsibilities of the Campus Principal. In the event of a Report involving the Campus Principal, the Chief Talent and Culture Officer- Human Resources will endeavor to provide access to supports and coordinate reasonable accommodations if necessary.

An employee of Yorkville may file a written Report with the Chief Talent and Culture Officer- Human Resources or the Chief Talent and Culture Officer- Human Resources designate. If the allegation of Sexual Violence involves the Vice President- Human Resources, employees may file a Report with the President. In these circumstances, Yorkville may refer the Investigation to an external investigator to conduct an impartial Investigation and assume related responsibilities of the Vice President- Human Resources. In the event of a Report involving the Vice President- Human Resources, the President will endeavor to provide access to supports and coordinate reasonable employment accommodations if necessary.

The Campus Principal/Chief Talent and Culture Officer- Human Resources will provide access to supports, services and, where appropriate, referrals to community resources (see Appendix A). Examples of supports and services that may be provided include counselling, access or referrals to medical services and emergency services.

If appropriate, the Campus Principal/Chief Talent and Culture Officer- Human Resources will coordinate academic and employment accommodations. Examples of academic accommodations that may be provided include extensions on assignments, incomplete grades, deferrals for examinations, exemption from attendance policies, separation of the Complainant and Respondent in a course section, time to visit a doctor/counsellor/the police/a lawyer, and petitions for late withdrawal. All academic accommodations must be arranged through the Academic Accommodations and Accessibility Office. Examples of employment accommodations which can be facilitated through the relevant management personnel, include changes in Reporting relationships, work hours, work locations, projects/assignments, separation of the Complainant and Respondent, and time away from work to visit a doctor/counsellor/the police/a lawyer.

**Duty to Refer:** If an incident of Sexual Violence is disclosed to a Member of the Yorkville Community, the person to whom it is disclosed has a duty to refer the Complainant to this Policy and inform them of the appropriate point of contact to obtain information regarding supports that are available to them. The person to whom the Disclosure is made should hold such information in confidence except as directed by the Complainant or as indicated in the “Confidentiality and Privacy” provisions set out in Confidentiality and Privacy section of this Policy.

Yorkville recognizes that individuals may require time and reflection before making the decision as to whether they wish to make a Disclosure or a Report of an incident. Notwithstanding those considerations, individuals who have experienced an incident of Sexual Violence are encouraged to make a Disclosure and/or Report as soon as they are

able to do so, recognizing that the passage of time may affect Yorkville's ability to address the issues raised by a Disclosure or a Report.

### *Reporting*

A Complainant has the right and the choice to Report to Yorkville an incident of Sexual Violence with respect to an incident of Sexual Violence for the purposes of initiating the processes set out in this section. A Report can also be filed by an individual that has witnessed Sexual Violence. Reporting can be initiated in person, by phone or by email. If a Complainant chooses to Report by email, the Complainant should fill out and attach the Sexual Violence Reporting Form which outlines the details related to the allegation of Sexual Violence and send it to the Campus Principal/Chief Talent and Culture Officer-Human Resources (depending on if the Respondent is a Student or an employee, respectively). In person and phone Reporting methods should provide the same information as requested on the form. The Complainant will be contacted within 72 hour or as soon as reasonably possible, to confirm the form's information and to discuss next steps.

The filing of a Report does not necessarily mean that the Complainant must request an Investigation into the matter. The Complainant still has the choice to determine if that is what they will request. Yorkville may proceed with an Investigation even if not requested by the Complainant if the circumstances warrant it (i.e., if the complaint raises issues of workplace violence or harassment, or if the Student is a minor). However, the Complainant may choose not to request an Investigation, and has the right not to participate in any Investigation that may occur. The Complainant will still be entitled to receive other supports outlined in this Policy regardless of whether they decide to request an Investigation or choose not to participate in one.

Yorkville will take reasonable steps to protect Complainants who Report an incident of Sexual Violence from retaliation. For example, Yorkville may advise individuals in writing of their duty to refrain from committing an act of reprisal, and sanction individuals for a breach of that duty. Yorkville may also address the potential for reprisals by providing an accommodation appropriate in the circumstances. For example, a Complainant may be provided with a security escort to, from and between their classes/at their place of work.

Safety Plans: The Campus Principal/Chief Talent and Culture Officer- Human Resources will coordinate safety plans for Complainants, if required. Components of safety plans can include: escorts to and from campus and/or transit, parking lots, one-touch mobile alerts to police and/or security services.

Interim Measures: The Campus Principal/Chief Talent and Culture Officer- Human Resources may consider implementation of interim measures to protect Complainants while any external or internal proceedings are underway. Examples of interim measures include removal of the Respondent from classes/projects, separation of the parties, no contact orders, class and/or schedule changes, limits on accessing particular and/or all facilities.

Risk Assessment: The Campus Principal/Chief Talent and Culture Officer- Human Resources may initiate an assessment of risk to the community to be conducted.

Emergency Measures: If the Campus Principal/Chief Talent and Culture Officer- Human Resources determines that the presence of a Student/employee poses a risk to the safety or security of any Member of the Yorkville Community, they may impose an immediate suspension of up to 10 days. The Respondent and Complainant will be notified of the decision to invoke an immediate suspension.

If the Campus Principal/Chief Talent and Culture Officer- Human Resources determines that the Student/employee continues to pose a risk to the safety or security of any Member of the Yorkville Community or other persons resulting from an incident of Sexual Violence, they may suspend a Student/employee for more than 10 days to a maximum of 90 days.

### *Preliminary Assessment*

Upon receipt of a Report or a complaint of alleged Sexual Violence, the Campus Principal/Chief Talent and Culture Officer- Human Resources will endeavor to respond promptly.

The Campus Principal/Chief Talent and Culture Officer- Human Resources will conduct a preliminary assessment to establish whether the Reported conduct falls within the definition of Sexual Violence as set out in this Policy. If the Reported conduct does not fall within the definition of Sexual Violence outlined in this Policy, the Campus Principal/Chief Talent and Culture Officer- Human Resources will convey this assessment in writing to the Complainant and inform the Complainant of their right to an appeal under the Appeals section of this Policy. In these cases, the Campus Principal/Chief Talent and Culture Officer- Human Resources may also refer the Complainant to another Yorkville policy or office for further assistance.

If the Campus Principal/Chief Talent and Culture Officer- Human Resources considers the Reported conduct to be covered by this Policy, they will move forward to the Investigation stage and ask the Complainant if they wish to participate in an Investigation.

The Campus Principal/Chief Talent and Culture Officer- Human Resources will determine who should conduct the Investigation by taking into consideration the seriousness of the allegation, the knowledge and expertise required in investigating Sexual Violence matters, and the parties involved. Where the Complainant and the Respondent have the same/different Reporting structures, the Campus Principal/Chief Talent and Culture Officer- Human Resources will determine who the appropriate person is to take responsibility for the Investigation. The investigator and all designated Yorkville officials involved shall have received appropriate training in the proper handling of sensitive issues surrounding Sexual Violence. Complainants should not be asked any questions related to their sexual history.

If appropriate in the circumstances, the Campus Principal/Chief Talent and Culture Officer- Human Resources may also appoint an independent investigator to investigate the Report.

The Campus Principal/Chief Talent and Culture Officer- Human Resources will determine whether an incident of Sexual Violence should be referred immediately to the police. In such cases, Yorkville may conduct its own independent Investigation and make its own determination in accordance with its own policies and procedures.

Where an allegation of Sexual Violence is made by a person who has not experienced Sexual Violence themselves but has witnessed it, Yorkville's ability to address the allegation will depend on the information available.

Both the Complainant and the Respondent have the right to be accompanied by a support person during the Investigation. A support person is expected to adhere to the principles of "Confidentiality and Privacy" outlined in this Policy.

If an Investigation proceeds under this Policy, the Report of the preliminary assessment (including interim measures) will be provided to the investigator.

Yorkville does not have the jurisdiction to address allegations made against a person who is not a Member of the Yorkville Community. However, in the event of such allegations, Yorkville may be able to take measures, such as restricting access to campus by the person against whom allegations are made.

If the Respondent's relationship with Yorkville ends and the Respondent is no longer at or with Yorkville, the formal Reporting process in this Policy may be suspended. If the Respondent returns and once again becomes a Member of the Yorkville Community, a formal Reporting process may resume. A Respondent's temporary leave of absence from Yorkville or a temporary break in his or her relationship with Yorkville do not prevent a resumption of a formal Reporting process when such leave has ended or when the relationship between Yorkville and the Respondent resumes.

In addition to the "Confidentiality and Privacy" provisions, all Members of the Yorkville Community who are involved in receiving a Report of an Incident of Sexual Violence or who are involved in addressing or investigating it should treat the matter discreetly and confidentially as practicable within the context of their roles in implementing this Policy. Information should be shared to the extent necessary to carry out responsibilities under this Policy.

Documents and information related to a Report will be held securely. Specifically, this information will be kept by the Campus Principal/Chief Talent and Culture Officer- Human Resources in a secure location. The documents will be kept for a period of three years from the date that the Complainant or Respondent ceases to be enrolled in Yorkville, whichever is later.

Deadlines and timelines: The Investigation will be completed in a timely manner and generally within 90 days or as soon as reasonably possible. If there are extenuating circumstances which cause the extension of deadlines, the Campus Principal/Chief Talent and Culture Officer- Human Resources may extend a deadline where the delay is requested in good faith and the extension does not prejudice those involved in the Reporting process.

### *Investigation Procedures*

An Investigation will be initiated in a timely manner after the Preliminary Assessment.

The investigator will taking the following steps:

1. Ensure that appropriate measures are taken to protect the safety of the Complainant(s);
2. Keep all information related to the investigation confidential to the extent practical. Other parties subject to confidentiality will be reminded of their obligations and be asked to sign the relevant Confidentiality Statement;
3. Will use the Formal Investigation Template to organize their Investigation plan, collection of evidence, analysis, and findings in a methodical and objective manner;
4. Notify the Complainant(s), the Respondent(s) and witness(es) that they are entitled to support and assistance throughout the process (including the availability of the Academic Accommodations and Accessibility Office, mental health counsellors for Students, Employee Assistance Program, and support from the Equity, Diversity, and Inclusion Office where appropriate);
5. Ensure that the Respondent(s) have a copy of the Report allegations and provide the Respondent(s) with an opportunity to respond;
6. Interview the Complainant(s) and/or the third party that submitted the Report;
7. Interview the Respondent(s);
8. Take reasonable steps to interview witness(es) who may be identified by the Complainant(s), the Respondent(s) as necessary to conduct a thorough Investigation including individuals who were involved or who has, or may have, knowledge of the incident;
9. Take appropriate notes and statements during interviews with the Complainant(s), the Respondent(s) and any Witnesses;
10. Re-interview the Complainant(s), Respondent(s) or any witnesses if appropriate;
11. Collect and review relevant documents/evidence;
12. Come to conclusions about whether the allegations are substantiated based on a balance of probabilities;
13. Consult with the Equity, Diversity, and Inclusion Office when appropriate on matters requiring subject matter expertise on Equity, Diversity, and Inclusion

issues;

14. Provide a written summary of the steps taken during the Investigation, the complaint, the allegations of the Complainant(s), the response from the Respondent(s), the evidence of witnesses, and the evidence gathered. The summary must set out findings of fact and conclude whether Sexual Violence was found or not. This written summary will be kept in the internal Investigation file. A shorter Investigation conclusion letter should be provided to the Complainant(s) and the Respondent(s) so that they have an opportunity to respond; and
15. Take appropriate action(s) to resolve the situation and inform the Complainant(s) and the Respondent(s) of any corrective action that has resulted from the Investigation.

If the Respondent(s) decline(s) to participate in the investigative process, the Investigation will still proceed. The Respondent(s) should be encouraged to participate in the interest of a balanced and fair process.

The investigator will provide reasonable updates to the Complainant(s) and the Respondent(s) about the status of the Investigation.

### *Record Keeping*

The designated investigator will keep records of the Investigation including:

- a. A copy of the Report or details about the incident;
- b. A record of the Investigation including notes;
- c. A copy of the Investigation Report;
- d. The Investigation conclusion letter that was provided to the Complainant(s) who allegedly experienced the Sexual Violence and the Respondent(s);
- e. A copy of any corrective action taken to address the Report or incident(s) of Sexual Violence

All records of the Investigation will be kept in a confidential, secure file. The Investigation documents, including this Report should not be disclosed unless necessary to investigate an incident or Report of Sexual Violence, to take corrective action, or to satisfy internal requirements to meet regulatory or other legal requirements. Records will be kept for at least three years.

### *Standard of Proof*

The standard of proof to be applied is the balance of probabilities. This standard means that based on the evidence, the occurrence of the event(s) in question was/were more likely than not.

## Bad Faith Complaints and Misuse of the Reporting Procedures

It is a violation of this Policy to put forward a complaint that is made in bad faith, is trivial, vexatious or an abuse of the process. These include complaints that are filed without reasonable grounds, with the intention to embarrass or harass, or with no factual basis. Complainant(s) may be subject to corrective action, including discipline, as appropriate and consistent with the result of the Investigation. Corrective action will be implemented in writing.

## Outcomes in Investigations

Upon completion of the Investigation, the Campus Principal/Chief Talent and Culture Officer- Human Resources will:

- Review all of the evidence collected during the Investigation;
- Decide whether the Investigation was fair and conducted with procedural fairness to all parties, and due diligence;
- If the Investigation found that the allegation(s) of Sexual Violence are substantiated, determine what disciplinary action, if any, should be taken as set out below.

The decisions of the Campus Principal upon completion of the Investigation, and the reasons in support of this decision must be in writing and be delivered to the Complainant(s) and to the Respondent(s) within 20 business days of the completion of the Investigation.

In the event a Report is not substantiated, no further action will be taken, subject to the section on maintaining records. If there is need to restore a positive working/learning environment or if the Complainant(s) and/or Respondent(s) require counselling, follow-up measures may be taken to meet such needs.

Follow-up measures could include:

- Counselling for the parties;
- Application of strategies to restore a positive working/learning environment;
- Informal resolution/mediation if appropriate (the parties must Consent, and the process must not require any face-to-face meeting between the parties);
- specific training for the Complainant(s) or Respondent(s);
- workshops for the staff and/or others in the workplace/learning environment regarding their rights and responsibilities;
- separation of Respondent(s) and Complainant(s) from each other; and/or
- restorative measures.

## Discipline



If the Campus Principal/Chief Talent and Culture Officer- Human Resources determines that the Respondent(s) did engage in Sexual Violence, disciplinary or corrective action may be taken. Corrective action will be implemented in writing.

The following list provides examples of disciplinary or corrective action and is not meant to be exhaustive nor necessarily represent a progression of consequences or measures:

- Attendance at educational sessions on the impact of Sexual Violence;
- Restricted or prohibited access to Yorkville campuses and/or services;
- Disciplinary action up to and including termination of employment of instructors or staff;
- Suspension from Yorkville for a specified period of time and/or until specified conditions are met; and
- Expulsion of a Student from Yorkville.

In addition to the examples set out in paragraph above, Yorkville may take other disciplinary or corrective actions that may be appropriate in the circumstances. Complainants cannot be disciplined for using alcohol or drugs during any alleged incident.

### Appeal

An appeal may be made only by the Complainant(s) or the Respondent(s). The appeal must be made in writing to the President of Yorkville (the "President") and within 10 business days after the date of the decision that is the subject of the appeal. The appeal must include the reasons for the appeal, the reasons why the appeal should be granted, the arguments in support of the appeal and the outcome sought (the "Notice of Appeal").

The person seeking to appeal must demonstrate that one of the following grounds have been met:

- Procedure: Procedures were not correctly followed in making the decision. For example:
  - University policy was incorrectly interpreted and applied;
  - There was a fundamental procedural error seriously prejudicial to the Student;
  - The decision maker erred in interpreting the facts or assessing the evidence.

- Student rights: The decision process or the decision infringed on the rights that Yorkville guarantees to the Student, including rights identified under the Academic Freedom policy and the Discrimination and Harassment policy;
- Natural justice: The decision-making process was not consistent with the generally understood principles of procedural fairness (natural justice). These include:
  - Right to be heard: the Student did not have a fair opportunity to present the Student's case;
  - Freedom from bias: The decision maker was not impartial;
  - Evidence-based decision-making:
    - The decision was not based on evidence, but on speculation or suspicion; and/or
    - The decision was not communicated in a way that made clear what evidence was used in making the decision.
- Medical: An unforeseen medical condition affected the student's judgements or actions.
- Compassion: Events and circumstances beyond control of the Student seriously impaired the student's judgments or actions.

Within 10 business days of receiving the Notice of Appeal, the President shall notify both parties as to the substance of the Appeal. The party who did not submit the Appeal shall be given 10 business days to respond, in writing, to the substance of the Appeal.

Within 20 business days of receiving the response to the Appeal, the President shall render a decision as follows:

- Uphold the decision and sanctions of the Campus Principal/Vice President- Human Resources.
- Uphold the decision of the Campus Principal/Chief Talent and Culture Officer- Human Resources but render different sanctions.
- Grant the Appeal, which shall overturn the decision and sanctions of the Campus Principal/Vice President- Human Resources. An overturned decision shall result in the President's having the right to render an outcome that is deemed just and appropriate.

The findings of the President shall be final and not subject to review by, or appeal to, any other decision- maker or decision-making body.

## **APPENDIX A: SUPPORTS & SERVICES PROVIDED TO STUDENTS WHO HAVE EXPERIENCED SEXUAL VIOLENCE**

International Students residing outside of Canada are encouraged to connect with professional support in your local area. If you require immediate, in-person emergency care, go to your nearest emergency department, or dial your local emergency services telephone number for immediate help.

### **EMERGENCY MEDICAL SUPPORT**

#### **Fredericton**

Hospitals:

- o Dr. Everett Chalmers Regional Hospital (part of the SANE (Sexual Assault Nurse Examiner) Program): 700 Priestman Street, PO Box 9000, Fredericton, NB: 506-452-5400

#### **Toronto**

Hospitals:

- o Sexual Assault & Domestic Violence Care Centre at the Women's College Hospital: 76 Grenville St., Toronto, ON: 416-323-6040
- o Humber River Hospital: 1235 Wilson Ave, Toronto, ON: 416-242-1000
- o North York General Hospital: 4001 Leslie St, Toronto, ON: 416-756-6000
- o Sunnybrook Health Sciences Centre: 2075 Bayview Avenue, Toronto, ON: 416-480-6100

#### **Metro Vancouver**

Hospitals:

- o BC Women's Hospital, Sexual Assault Service, 4500 Oak Street, Vancouver, BC: 604-875-2424, Toll-free (BC): 1-888-300-3088
- o Vancouver General Hospital, Sexual Assault Service, 910 West 10th Avenue, Vancouver, BC: 604-875-2881
- o UBC Hospital Urgent Care Centre, Sexual Assault Service, 2211 Westbrook Mall, Vancouver, BC: 604-822-7121
- o Surrey Memorial Hospital, 13750 96 Avenue, Surrey, BC: 604-953-4723
- o Abbotsford Regional Hospital, 32900 Marshall Road, Abbotsford, BC: 604-851-4700 extension 646147

## **COUNSELLING/SUPPORTS OFFERED BY YORKVILLE**

### **Students**

**Mental Health and Wellness Department** [wellness@yorkvilleu.ca](mailto:wellness@yorkvilleu.ca)

**Book a free, confidential appointment with a mental health counsellor at [yorkvilleu-bc.janeapp.com](http://yorkvilleu-bc.janeapp.com)**

## Employees

### **Free, confidential counselling for employees through the Employee Assistance Program:**

Call Toll-free 877 847 4525, Call-Back at +1 416 956 2979, E-mail: support@resourcesforyourlife.com, SMS Texting: +1 647 624 2840, ICONNECT YOU app (Passcode: TLGeap), www.resourcesforyourlife.com

Equity, Diversity, and Inclusion Office

If you would like to confidentially discuss any matters related to equity, diversity and inclusion, please contact the Equity, Diversity and Inclusion Office at [edi@yorkvilleu.ca](mailto:edi@yorkvilleu.ca).

## **OFF CAMPUS COUNSELLING**

### **Fredericton**

#### **Sexual Violence New Brunswick**

Provides advocacy and support for those impacted by Sexual Violence, individual and group therapy, community presentations, and professional training.

506-454-0460

### **Toronto**

#### **Toronto Rape Crisis Centre / Multicultural Women Against Rape**

416-597-1171 (main line), 416-597-8808 (counseling line) 25 ESPL, Toronto, ON

Offers legal support, referrals, a 24-hour crisis line, support groups and in-person counseling for victims of Sexual Assault. Mon-Fri, 9:30am-5:00pm

<https://trccmwar.ca/>

#### **Support Services for Male Survivors of Sexual Abuse Program**

1-866-887-0015 – Information 1-888-579-2888

[http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male\\_support\\_services/](http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/)

#### **Oasis Centre des femmes (Francophone)**

416-591-6565, E-mail: [services@oasisfemmes.org](mailto:services@oasisfemmes.org)

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

#### **Two-Spirited People of the First Nations**

416-944-9300, 14 College St · 4th floor · Toronto, ON

Counseling, information, and support for LGBTQ individuals of the First Nations community.

#### **The 519 Programs**

416-392-6877, 519 Church St. · Toronto, ON

Programs serving the LGBTQI2S+ communities in Toronto and beyond

<https://www.the519.org/programs>

**Sherbourne Health Centre**

416-324-4180 333, Sherbourne St. · Toronto, ON

Serving LGBTQ people, Homeless and under-housed individuals, Newcomers to Canada  
<http://sherbourne.on.ca/counselling-services/>

**Punjabi Community Health Services partnership with Sunoh** (International Student Mental Health charity – also focuses on sex trafficking)

437-991-4858

[sunohcanada@gmail.com](mailto:sunohcanada@gmail.com)

<http://www.sunohcharity.com/>

**Metro Vancouver**

**WAVAW Rape Crisis Centre**

Lower Mainland 24/7 Crisis Line: 604-255-6344

Toll-free 24/7 Crisis Line available across Canada: 1-877-392-7583

Services and referrals for people of marginalized genders (women, Two-Spirit, trans, non-binary, and more) aged 14+ who have who have experienced any form of sexualized violence. WAVAW has services specifically for Indigenous people.

[www.wavaw.ca](http://www.wavaw.ca)

**Rape Victims Support Network in Vancouver & Burnaby**

604-525-0999 (Office) 778-886-7001 (Confidential line)

Offers peer counselling and practical help to those victimized by rape. Services include Sexual Assault recovery counselling, advocacy and referrals.

<https://assaultcare.ca/>

**Family Services of Greater Vancouver- Trauma and Sexual Assault – Adult Services**

604-874-2938

Provides support to adults dealing with the effects of childhood trauma and or sexual abuse. Counsellors help with healing, moving forward in life, and developing self-awareness and protection, spiritual growth, self-soothing, and emotional regulation.

<https://fsgv.ca/programs/victim-services/>

**One Voice Canada (assists international Students that are victims of sexual abuse, labour exploitation, and in severe distress)**

[info@onevoicecanada.org](mailto:info@onevoicecanada.org)

<https://onevoicecanada.org/>

## **OFF CAMPUS MEDICAL SERVICES**

### **Fredericton**

#### **Tele-Care 811**

Tele-Care is a free, confidential, health advice and information line. Dial 811 for access to bilingual, registered nurses, 24 hours a day, seven days a week. You will speak to a registered nurse when you call Tele-Care about health symptoms, injuries or illnesses. The nurse will assess your situation and provide information and advice to help you decide what to do. In an emergency, call 911 or visit the local emergency department.

#### **Patient Connect NB**

Patient Connect NB is a provincially managed, bilingual patient registry for New Brunswickers without access to a primary health care provider (family doctor or nurse practitioner). New Brunswickers without a provider can register with Patient Connect NB and will be assigned to a provider on a first-come, first-serve basis. You will be contacted directly by the Primary Care Provider's office once you are referred to their practice.

[https://www2.gnb.ca/content/gnb/en/departments/health/Hospital-Services/content/Patient\\_Connect\\_NB.html](https://www2.gnb.ca/content/gnb/en/departments/health/Hospital-Services/content/Patient_Connect_NB.html)

#### **Fredericton Medical Clinic**

(506) 458-0200, 1015 Regent Street, Fredericton, NB

### **Toronto**

#### **Barbra Schlifer Commemorative Clinic**

416-323-9149, 489 College Street · Suite 503 · Toronto, ON

Offers legal representation, information, counseling, transitional housing support, multilingual interpretation for women who have experienced violence. Mon.-Fri., 9am-5pm.

<http://www.schliferclinic.com>

#### **Planned Parenthood**

(416) 961-0113, 36 Prince Arthur Ave · Toronto, ON

Offers: Birth control options and prescriptions at reduced rates; Emergency Contraception; Anonymous HIV & STI Treatment and Testing; Free condoms and lube; Help finding food, housing, employment or legal aid; Immunizations, including flu shots; Mental Health Services; Nutritional Services; Pregnancy Options; Prenatal Services & Care; Pregnancy Testing; Services offered with or without health card. <http://www.ppt.on.ca/>

#### **The Hassle Free Clinic**

416-922-0566, 66 Gerrard Street East · 2nd Floor · Toronto, ON

A Women/Trans & Man/Trans Clinic for Sexual Assault/Domestic violence crisis support Offers: Doctor visits; HIV & STI testing and treatment; Birth Control Prescriptions; gynaecological-

concerns; expert led discussions; One-on-one nursing consultations; counseling support for Sexual Assault/violence, pregnancy, abortion, sexuality/trans issues, and HIV Positive women and trans women. <http://www.hasslefreeclinic.org/ProgramsWomen.php>

### **Immigrant Women's Health Centre**

416-323-9986, 489 College Street · Suite 200 · Toronto, ON

A community-based non-profit agency serving immigrant women, refugee women, and women of colour. Provides comprehensive clinical and counseling services; free of charge, no OHIP required. <http://www.immigranthealth.info>

### **Metro Vancouver**

#### **Vancouver Coastal Health**

<http://www.vch.ca/>

#### **HealthLink BC**

<https://www.healthlinkbc.ca/services-and-resources/find-services>

## **HOUSING**

### **Fredericton**

#### **Gignoo Transition House**

Provincial service for abused Indigenous women and their children. Call: 506-458-1236 or 1-800-565-6878

#### **Women in Transition**

Crisis Line: 506-459-2300 | Office: 506-457-2770

Transition house for abused women and their children. The staff at the transition house can provide counselling and give information about legal options and social services. Transition houses are open 24 hours every day, seven days a week. An abused woman and her children can stay there free of charge for about one month. <http://www.womenintransitionhouse.ca/>

#### **The Chrysalis House**

[506-451-3482](tel:506-451-3482)

Provides a nurturing home for youth between the ages of 16 to 19 to mend their past hurts and a supportive and engaging environment for them to develop essential life skills. <https://www.yitfredericton.ca/progrms-and-services>

### **Toronto**

#### **YMCA Sprott House**

[\(647\) 438-8383](tel:647-438-8383)

YMCA Sprott House - Walmer Road Centre provides affordable and supported residential living for up to 25 young people between the ages of 16 to 24. It first opened its doors in September

2007 and is now the first LGBTQ2S and allies transitional housing program for youth in Canada  
<https://ymcagta.org/youth-programs/youth-housing>

### **City of Toronto Housing & Homelessness Services**

The preferred way to access emergency shelter is to call 311 or Central Intake 416-338-4766 or Toll Free 1-877-338-3398.

<https://www.toronto.ca/community-people/housing-shelter/>

### **ShelterSafe.ca**

ShelterSafe.ca is an online resource to help women and their children seeking safety from violence and abuse. The clickable map will serve as a fast resource to connect women with the nearest shelter that can offer safety, hope and support. Our objective is to ensure that women can seek safety when they need it. Sheltersafe.ca allows you to quickly identify a shelter in a specific geographic area along with its 24-hour emergency phone number.

<http://www.sheltersafe.ca>

### **Metro Vancouver**

#### **Metro Vancouver Housing Services**

<http://www.metrovancouver.org/services/housing/Pages/default.aspx>

### **Sunoh Charity**

437-991-4858, E-mail: [sunohcanada@gmail.com](mailto:sunohcanada@gmail.com)

Provides support to international Students with respect to issues of mental health, suicide, substance abuse and sex trafficking.

<http://www.sunohcharity.com/>

## **HELPLINES AND MENTAL HEALTH SERVICES**

### **National**

#### **Canadian Human Trafficking Hotline (24/7)**

1-833-900-1010, Chat

[www.canadianhumantraffickinghotline.ca](http://www.canadianhumantraffickinghotline.ca)

#### **Nisa Helpline (Monday to Friday 10:00am to 10:00pm ET)**

1-888-315-6472, [info@nisahelpline.com](mailto:info@nisahelpline.com)

Nisa Helpline is a peer-to-peer counselling helpline available to Muslim women of all ages.

[www.nisahelpline.com](http://www.nisahelpline.com)

#### **One Voice Canada - Voice of International Students**

E-mail: [help@onevoicecanada.org](mailto:help@onevoicecanada.org)

Provides resources and support to international Students dealing with different vulnerabilities related to mental health needs, legal and immigration issues.

<https://onevoicecanada.org/>

#### **Black Youth Helpline**

Toronto: 416-285-9944, Toll Free: 1-833-294-8650, Email: [info@blackyouth.ca](mailto:info@blackyouth.ca)



### **Naseeha Youth Helpline**

Helpline/Textline: 1 (866) 627-3342 (NASEEHA)

7 days a week Naseeha answers calls from around the world from Muslim and non-Muslim youth experiencing life's challenges.

<https://naseeha.org/contact-us/>

### **Crisis Services Canada**

24/7 toll free line 1-833 456-4566. Connect via text at 45645, 4 pm to 12 am ET. Or to find other resources in your area dial 2-1-1 (if available in your area). If it is an emergency, dial 9-1-1

If you're thinking about suicide, are worried about a friend or loved one, the Canada Suicide Prevention Service is available 24/7 for voice and 4pm to 12am ET for text.

<https://www.crisisservicescanada.ca/en/>

### **Kids Help Phone (for youth up to age 25)**

24/7 Phone Line: 1-800-784-2433, SMS Text: Text CONNECT to 686868, Instant Messaging and More Info: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

### **Trans Lifeline hotline:**

Call: 877-330-6366, 10am-4am ET

<https://www.translifeline.org/>

### **Wellness Together Canada**

SMS Text: Youth Text "WELLNESS" to 686868, Adults Text "WELLNESS" to 741741

Call 911 if you are in immediate danger or need of urgent medical support.

Indigenous people can also reach out to Hope for Wellness at 1-855-242-3310.

<https://ca.portal.gs/>

### **Toronto**

#### **Assaulted Women's Help Line**

416-863-0511, toll-free in Ontario at 1-866-863-0511 or 416-323-6040 if assaulted in last 72 hours.

Call-in only. Emergency help line for women that have been assaulted. Anonymous, accessible 24 hours a day.

<http://www.awhl.org>

**Independent Legal Advice for Sexual Assault Survivors Pilot Program** 1-855-226-3904

<https://www.attorneygeneral.jus.gov.on.ca/english/ovss/ila.php>

**Fem'aide**

Call: 1-877-336-2433, Teletypewriter (TTY): 1 866 860-7082, E-mail: [info@femaide.ca](mailto:info@femaide.ca)  
<http://www.femaide.ca>

**Good2Talk**

1-866-925-5454

24/7 Free, professional and anonymous counseling and support for post-secondary Students in Ontario

**MentalHealthHelpline.ca**

1-866-531-2600

The Mental Health Helpline provides information about mental health services in Ontario.

**Lesbian/Gay/Bi Youth Line**

416-962-9688 / 1-800-268-9688, Call-in only.

Provides support and information, as well as hate crime Reporting, for members of the queer community.

<http://www.youthline.ca/index.html>

**LGBT Referral Line**

416-925-9872, Call-in only.

Many LGBTQ resources available through this umbrella hotline, including LGBT Muslim resources (extension 2209) and Gay Latino resources (extension 2850).

**Talk4Healing (24/7)**

1-855-554-HEAL, Chat

A culturally grounded, fully confidential helpline for Indigenous women available in 14 languages across Ontario.

[www.talk4healing.com](http://www.talk4healing.com)

**Metro Vancouver****VictimLinkBC**

Toll-free, 24/7 phone service: 1-800-563-0808, Text messaging: 604-836-6381, Email: [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca), Teletypewriter (TTY) for people who are deaf or hard-of-hearing: 604-875-0885 (to call collect, use Telus Relay Service at 711)

Confidential, multilingual telephone service available across BC and Yukon. 24 hours a day, 7 days a week. VictimLinkBC provides immediate crisis support to victims/survivors of any crime, as well as information and referral services.