

Victim/Witness Assistance Program - Ministry of the Attorney General

Provides victims/witnesses of crime with information and assistance to support participation in the criminal court process. Services begin after police have laid charges and continue until the court case is over.

- Services:** Case specific information (court dates, bail & probation conditions); Crisis intervention; Needs assessment; Emotional support; Liaise with Crown & police; Referrals; Advocacy; Court preparation and orientation; Assistance with Victim Impact Statement; Follow-up services
- Cost:** FREE (must meet eligibility guidelines)
- Hours** Monday to Friday 8:30am-5:00pm
- Contact:** Milton Courthouse- Room 235 (491 Steeles Ave. East, Milton) **905-878-6292** www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.php#vwap

Family Responsibility Office

Under the authority of the Family Responsibility and Support Arrears Enforcement Act, 1996, work to make sure support payments flow from the person who pays the support to the person who receives it.

- Contact:** **1-800-267-7263 – Automated Info** **1-800-267-4330 – Enforcement Centre**
1-888-815-2757 – Customer Service Unit

Victim Support Line

Information line sponsored by the government of Ontario to help victims of crime. Victims must call to register. Once registered, victims will be notified about the status of a provincially incarcerated offender. Notification status includes parole hearing dates, parole decisions, temporary absences and transfers to other jurisdictions.

- Cost:** FREE
- Contact:** **1-888-579-2888**

Law Society Referral Service

The Law Society Referral Service, operated by the Law Society of Upper Canada can provide the name of a lawyer who will provide a free half hour consultation. They can also provide names of lawyers who accept legal aid. If you are under the age of 18 or are homeless and under the age of 25, and you need a lawyer or have questions about your legal rights, you may wish to call Justice for Children and Youth, or visit the website at: <http://jfcy.org/>

- Cost:** FREE
- Contact:** **1-800-668-7380 (Toll Free)** **www.lsuc.on.ca**

Barbra Schlifer Commemorative Clinic

Provides free legal representation in family and immigration law as well as counselling and language interpreter services for women who experience physical, sexual or psychological abuse.

- Contact:** **416-323-9149 (they accept collect calls)**
416-323-1361 (TTY) **www.schliferclinic.com**

Legal Aid Certificates

A legal aid certificate can pay for a lawyer’s service. Legal Aid Ontario decides if you qualify based on income and legal issue. Victims of family violence may be eligible for a legal aid certificate on an emergency basis – sometimes the same day, for 2-hour consult. Victims of violence can also contact their local women’s shelter or community legal clinic. If you require advice from a family lawyer and/or an immigration lawyer, LA offers a directory of lawyers at www.legalaid.on.ca/en/getting/findingalawyer.asp. In Halton you can obtain a certificate at Halton Women’s Place, Women’s Centre of Halton, and SAVIS.

To find a legal clinic, visit Legal Aid Ontario website at www.legalaid.on.ca or call Legal Aid Ontario.

- Contact:** **1-800-668-8258 (Toll Free)** **1-866-641-8867 (Toll Free TTY)**

Family Law Information Centre (FLIC)

Available in family courts across Ontario, the FLIC provides information about separation and divorce and related family law issues, family justices services, alternative dispute resolution, local community resources and court processes.

- Contact:** Milton Courthouse (491 Steels Ave. East, Milton) **905-878-7281 ext. 3447**

Halton Community Legal Services

Provides free legal services to low income residents of Halton regarding Ontario Works, Human Rights, Tenant’s Rights, Disability Benefits, Government Pensions, Employment Insurance & Employment Standards

- Contact:** 700 Dorval Dr., #400, Oakville, ON L6K 3V3 **905-875-2069** www.haltonlegal.ca

FINANCIAL ASSISTANCE

Victim Services - Victim Quick Response Program

Provides short-term assistance to victims in the immediate aftermath of violent crime. Financial assistance is available for emergency transportation, child care and dependent care, emergency accommodation, meals and personal care items, counselling, etc.

- Cost:** FREE
- Hours:** 8:00 a.m. – 4:00 p.m.
- Contact:** **905-825-4810**

Ontario Works

Financial assistance to help you cover the costs of your basic needs and employment assistance to help you prepare and find a job. To access service you will require certain documentation (Birth Certificate, OHIP card, SIN, Proof of Citizenship, banking information, housing information, list of assets, sources of income, school verification and employment history).

- Contact:** **1-866-442-5866** **311** **905-825-6000**

Ontario Disability Support Program (ODSP)

Helps eligible people with disabilities by providing income support and employment support. There are two parts to this application process that include a financial assessment and a health/disability assessment.

To apply you require documentation (birth certificate, immigration papers, SIN, OHIP, housing information, banking information, evidence of trusteeship, and assets/income information.

- Hours:** Monday - Friday 8:30am to 4:30pm
- Contact:** **905-825-6000**

HOUSING

Halton Region Housing

Assists with access to affordable market housing, subsidized housing (rent-geared-to-income), housing with supports, an emergency shelter program, and well as one-time financial assistance for low income individuals and families that are experiencing difficulty with housing costs.

- Contact:** **Call 311** **905-825-6000** **toll free 1-866-442-5866.**

Halton Resources

EMERGENCY NUMBERS

Halton Regional Police Services 911
Non-emergency police service number: 905-825-4777

Halton Children’s Aid Society 905-333-4441 or 1-866-607-5437

Halton Women’s Place

Providing shelter and support for women as they establish violence free lives in their community. 24hour crisis line for support, shelter, and safety planning.

- Programs:** Safe shelter, Children’s Programs, Court Support, Counselling (individual/group), referrals, Transitional support
- Cost:** FREE
- Contact:** **24-HOUR CRISIS LINE - 905-878-8555 (North) 905-332-7892 (South)**

Nina’s Place Sexual Assault and Domestic Assault Care Centre

A place of safety, dignity and comfort for adults, youth and children who have experienced sexual assault and or domestic violence. Medical and police reports are made with sensitivity and in privacy.

- Services:** Sexual assault services (youth/adult), Domestic Violence (youth/adult), children’s services (under 13)
- Cost:** FREE
- Contact:** **EMERGENCY – JOSEPH BRANT HOSPITAL - 905-336-4116**
1245 Lakeshore Rd, Burlington

(if you don’t require medical attention but want a counselling referral, call 905-681-4880)

Sexual Assault and Violence Intervention Services (SAVIS)

Providing free, confidential and non-judgemental 24-hour support to survivors of violence including women, men and members of the transgender community.

- Programs:** 24-hour crisis line, advocacy and accompaniment, counselling, telephone counselling, services for men, drop-ins, support groups
- Fee:** FREE
- Contact:** **24 HOUR CRISIS LINE - 905-875-1555**

Assaulted Women’s Helpline

Provides crisis counselling and referrals to shelters, legal advice and other services 24-hours a day, 7 days a week for women across Ontario. Service is provided in over 200 languages including 17 Aboriginal languages.

- Contact:** **1-866-863-0511 (Toll Free)** **1-866-863-7868 (Toll Free TTY)**
#SAFE (#7233) Bell Mobility, Rogers, FIDO or Telus)

Fem’aide

Francophone services in Ontario for women seeking support, referrals and information on woman abuse including sexual assault. Available 24 hours a day/7 days a week.

- Contact:** **1-877-336-2433 (Toll Free)**

Talk 4 Healing
Culturally safe telephone help line for Aboriginal Women. Available 24 hours a day/7 days a week.
Contact: 1-855-554-HEAL (talk or text) https://www.talk4healing.com (chat available)

COUNSELLING AND SUPPORT SERVICES

THRIVE Counselling
Not for profit organization dedicated to helping the people of Halton cope with life's challenges.

Programs: Counselling (individual, couple, family), Violence Against Women Counselling, Child Witness, Partner Abuse Response, Caring Dads, Supervised Access and EAP.
Fee: Sliding Scale. No fees for service in the VAW and Child Witness programs
Contact: 905-845-3811, 905-637-5256 (locations in Oakville, Burlington, Milton and Georgetown). Website: Program registration on website https://thrivecounselling.org/”

ADAPT
Provides community treatment for addictions, substance abuse, gambling and mental health.

Programs: Addictions, Gambling, withdrawal management Opioid outreach program and addictions supportive housing., concurrent disorders ,youth programs
Hours: Monday – Friday - 8:30 – 4:30
Fee: Sliding Scale
Contact: 905-639-6537 (locations in Oakville, Burlington, Milton and North Halton)

Hope Place Centres
Hope Place is a non-profit organization for residential treatment of addictions.

Programs Services for men and women (separate sites), family program, community program including Babies Best Beginning (assisting parents with addictions).
Fee: Sliding Scale
Contact: Women’s Intake: 905.465.1679, Men’s Admission: 905.465.3961, Family Program: 905.465.2815, Baby’s Best Beginnings: 905.465.1227”

Canadian Mental Health Association
Provides support for people with mental health and/or addictions concerns.

Hours: Walk-In Service, 1-7pm at various sites during the week.
24-hour 7-days a week service is offered through COAST 1-877-825-9011
Fee: FREE
Contact: 1-877-693-4270 (locations in Oakville, Milton, Burlington, & Georgetown)

Halton Multicultural Council Connections
Provides services in different languages- settlement services, support for temporary and permanent housing, education and employment support, English training, & community connections.

Fee: FREE
Contact: 905-842-2486 (locations in Oakville, Burlington, Milton)

EFRY Hope and Help for Women
Support for women and youth who are or may be at risk of coming into conflict with the law or those who are experiencing or at risk of exploitation or sex trafficking or those experiencing homelessness or addiction.
Programs: Variety of group, individual, and residential services for youth and women.
Fee: FREE
Contact: 905-459-1315 or efry@efryhope.com

Women’s Centre of Halton
Provides support, resources, education, and empowerment to women.

Programs: Variety of programs- group and individual.
Fee: FREE
Contact: 905-847-5520 (Oakville), 289-878-1943 (Milton)

CHILDREN SERVICES

Reach out Centre for Kids (ROCK)
Non-profit children’s mental health centre serving children aged 0-18 years experiencing emotional, behavioural, developmental, learning and or social difficulties and their families in the region of Halton.
Programs: Walk-in Therapy Clinic, Clinical Services, Behavioural Consultation, Children’s Groups, Compass, Family Therapy, Individual Therapy, Psychological Assessment, Trauma Treatment Program, Youth Aiding Youth, Crisis Service, Community Support Activities.
Hours: Monday – Friday 8:30 – 4:30 – evening appointments available
Walk in clinics Open at all locations
Fee: Sliding scale (no client will be refused)
Contact: 905-875-3007 – Milton 905-681-7477 – Burlington 905-339-3525 – Oakville 905-875-2575 Georgetown 905-878-9785 – 24 HOUR CRISIS LINE For all ROCK services, call our Access Line at 289-266-0036. (This line is answered Monday to Friday, between 9 a.m. – 5 p.m.)

Radius Child & Youth Services
Non-profit children’s mental health centre serving children, adolescents and families affected by interpersonal abuse, specializing in children and youth who have experienced sexual, physical or emotional abuse, neglect or witnessed domestic violence.
Hours: Monday – Friday 8:30 – 4:30 – evening appointments available
Fee: FREE
Contact: 905-825-3242 - Oakville Toll free 1855-744-9001

Kids Help Phone
Anonymous professional counselling, information and referral services for children or teenagers, 24 hours a day by phone or on-line for people aged 5 – 20 years old
Services: Anonymous professional counselling, information and referrals
Hours: 24 hours a day/7 days a week
Fee: FREE
Contact: Call 1-800-688-6868 or text CONNECT to 686868. www.kidshelpphone.ca

LGBT Youth Line
Anonymous and confidential. Provided by youth for youth to offer support, information and referrals.
Services: Information and referrals
Hours: 24 Hour phone and online service
Fee: FREE
Contact: 1-800-268-9688 (Toll Free) 647-694-4275 (text messaging) www.youthline.ca/index.php (on-line chat) askus@youthline.ca (email)

Muslim Youth Helpline
Telephone support line for young Muslims in North America. Confidential, non-traceable & anonymous.
Services: Anonymous professional counselling, information and referrals
Hours: 7 days a week 12pm to 12am
Fee: FREE
Contact: 1-866-NASEEHA http://naseeha.org/

HEALTH
Halton Region Sexual Health and Needle Exchange Program
Provides safe needle exchange, sexually transmitted infection testing and treatments, HIV /AIDS education, counselling and treatment referrals, pregnancy testing birth control sales, emergency contraception.

Fee: No fee for most services
Contact: Mobile outreach program 905-330-3305
North Halton Drop in clinics- call for information.

Call 311 905-825-6000 toll free 1-866-442-5866

Halton Region Public Health
Information on-line on a variety of health issues including pre-natal, breastfeeding support, and parenting programs. Clinical services including stop smoking clinic, community immunization clients and dental screenings.

Fee: No fee for most services
Contact: Call 311 905-825-6000 toll free 1-866-442-5866

LEGAL
Duty Counsel – Family Court
Duty counsel are private bar or Legal Aid Ontario staff lawyers who can give immediate, legal assistance to low income clients who appear in Court without a lawyer. Duty counsel can advise on legal rights and obligations and the court process, help negotiate and settle issues , review and help prepare documents , help in the Courtroom for child protection hearings , garnishment and support hearings request adjournments and argue motions, help in interim pre trial and show causes for hearings like custody, access, child protection or support where the issues are not complicated , refer clients to other sources for help such as mediation, legal aid worker in the courthouse , district or community legal clinic or the toll free number to apply for representation by a private lawyer.

Duty Counsel services are available at the Milton Courthouse. Must attend in person during court hours
Contact: 491 Steeles Avenue East, Milton, Ontario L9T 1Y7