



**EVERYONE
DESERVES
TO BE SAFE.**

Access resources
and break the cycle

WHERE TO GET HELP

**Connect (call or text) with a crisis
line at a Domestic Violence shelter**

Gillian's Place

905-684-8331

Serving Grimsby, Lincoln, West Lincoln,
Niagara-on-the-lake, St. Catharines and Thorold.

Victim Services Niagara

905-682-2626

24/7 Response Line

Birchway Niagara

905-356-5800

Serving Niagara Falls, Fort Erie, Welland, Wainfleet,
Port Colborne, Pelham and surrounding areas.

French-Speaking Supports

1-877-336-2433

Fem'aide and Centre de Santé
Communautaire Hamilton/Niagara.

Indigenous Supports

1-855-554-4325

Talk4Healing

SAFETY PLANNING

If you're not safe at home, there are things you can
do to help protect yourself and the people you love.

→ **Set up a code word**

Choose a word or phrase you can say or text to
someone you trust — it's a signal that you need
them to call for help now, especially if you can't
leave right away.

→ **Gather key documents**

Keep important items (passports, social insurance
numbers, bank cards, keys) in one safe, easy-to-
access spot so you can grab them quickly if needed.

→ **Make an exit plan**

Have a plan to get out of your house in an
emergency and find a safe place you and your
children can stay, even temporarily.

→ **Pack a go-bag**

Prepare a small bag with essentials:

- Important documents (or copies)
- Medications
- Clothing
- Money
- Anything else you may need if you
have to leave quickly

→ **Share your safety plan**

If it's safe to do so, share this plan with someone
you trust — like a friend or family member

IF YOU ARE A VICTIM/SURVIVOR

- **Call 911** if you fear for your
safety or that of a children
- **Confide** in someone you trust
- **Call one of the access lines**
listed on this pamphlet for
help knowing what to do next

THE JOURNEY MOVING FORWARD

FIND SUPPORT TO LEAVE VIOLENCE

Address the Situation

If you or your children are in immediate danger

Call 911 right away.
Police will respond and help you.

**If you're unsure what to do
but no immediate danger is present**

Call one of the help lines listed at the back of this brochure (see the section *Where To Get Help*).

→ A trained responder will help you assess your options.

Access Housing & Financial Supports

Support programs are available to help you move from shelter into transitional or long-term housing.

→ The phone lines listed at the back will connect you to people that can help you find and apply to financial support programs

Find Safety & Shelter

If it's not safe to stay at home, you can contact a domestic violence shelter like **Gillian's Place** or **Birchway Niagara**.

→ Shelter and crisis staff can help you create a safety plan to protect you and any children.

Use Expert Legal Help

Legal advocates at the domestic violence shelters can help with you navigate the legal system.

→ Contact them for support with custody, separation, restraining orders, etc.

Get Healthcare & Counselling

Hospitals have dedicated Sexual Assault and Domestic Violence care teams.

Victim Services Niagara can connect you to:

- Counselling
- Mental health services
- Support groups

Connect With Support

Referrals can be made to:

Find **peer support groups**, culturally relevant community groups, language and interpretation support.

Find **ongoing support** from professionals you would like to stay connected to as you begin your next chapter.

Understanding the justice process

In Canada, the justice process for domestic violence cases involves criminal charges, protection orders, and specialized court programs. Police can arrest and charge individuals suspected of domestic violence, and the court may issue protection orders to ensure the safety of victims. If there are children involved, Family & Children's Services Niagara may be required to investigate alongside police. A worker trained in understanding intimate partner violence will be there to assist you and connect you with the resources you need.