
Appendix 3

Provincial and Regional Resources

What's In This Chapter:

- **A Note on Resources**
- **Provincial Resources**
- **Regional Resources**

A NOTE ON RESOURCES

This Appendix will help you connect an abused senior with community resources that may assist with his/her immediate needs.

There is not one central organization in our province that can support all the needs of older adult affected by elder abuse. Thus it may be necessary to assist a senior in contacting a variety of organizations to get a range of services from counselling to emergency shelter.

Once a senior has indicated that he/she would like to contact a specific community resource, ask if he/she would like your assistance. Often a referral from a professional service provider will enable a senior to obtain assistance more quickly.

To assist a senior to connect with their regional health authority (for access to a social worker, home support services, etc.), see Appendix 2.

Please Note: As contact information may change over time, the Seniors Resource Centre NL will strive to keep this appendix updated on their websites at: **www.seniorsresource.ca** and **www.nlnepea.ca** (the website of its NL Network for the Prevention of Elder Abuse).

PROVINCIAL RESOURCES

Information and Referral Line for Elder Abuse and other Seniors' Issues

Seniors Resource Centre of Newfoundland and Labrador has a toll-free information line that is answered by senior peer support volunteers. These trained volunteers will listen and provide support to abused seniors and/or those concerned about a case of possible elder abuse or neglect. Referrals can be made to appropriate agencies if callers wish.

- **Toll-free information line: 1-800-563-5599 or**
- **Email: srcnl@seniorsresource.ca**

Caregiver Support

The Seniors Resource Centre of Newfoundland and Labrador's **Caregiver Line** provides support and information to unpaid caregivers. (In addition, their website has a downloadable "Guide for Caregivers" that lists specific community resources available to caregivers. See the "Resources" link at www.caregiversoutofisolationnl.ca)

- **Toll-free: 1-888-571-2273** (or 726-2370 in St. John's)

Legal Information

Public Legal Information Association of Newfoundland and Labrador will answer general legal questions. They also offer a lawyer referral service. Seniors will be given the name of a lawyer who will offer a 30-minute consultation for a nominal fee. This will allow the lawyer to review the client's legal problem and talk about options they may have and about how much it may cost to have the legal work done.

- **722-2643** (St. John's office) or **1-888-660-7788** (toll-free)

-
- Seniors can also email **info@publiclegalinfo.com** or check the website (**www.publiclegalinfo.com**) for publications

Mental Health Services Crisis Line

This line, run by Eastern Health, provides provincial 24-hour support to help callers who are feeling stressed and overwhelmed by their situation.

- **24-hr, toll-free provincial crisis line: 1-888-737-4668**

Sexual Assault Crisis Line

Newfoundland and Labrador Sexual Assault Crisis and Prevention Centre provides “non-judgmental support and essential services to anyone impacted by sexual violence.”

- **24-hr, toll-free provincial crisis line: 1-800-726-2743 (or St. John’s area: 726-1411)**

Violence Prevention Initiative (VPI)

The Violence Prevention Initiative (VPI) is a government-community partnership to develop and implement long-term solutions to the problem of violence against those most at risk in our society. The VPI liaises with the community through a Community Advisory Committee made up of representatives of Regional Coordinating Committees (RCCs) throughout the province. These committees are coalitions of community groups and agencies who are involved in providing information, resources, and programs for victims of violence. (See Regional Resources for RCC contact information.)

For further information on the VPI, see: **www.gov.nl.ca/vpi/**

Credit Counselling Service of NL

The Credit Counselling Service of Newfoundland and Labrador (CCS) is a charitable organization that provides free credit counselling services to financially burdened individuals, including victims of financial abuse.

- **753-5812** (22 Queen’s Road, St. John’s). Out of town telephone counselling services are also provided. (The CCS will return a client's initial phone call if they can not afford the long distance charges.)

Credit Counselling Services of Atlantic Canada Inc.

The Credit Counselling Service of Atlantic Canada is a registered not-for-profit organization providing confidential and professional credit counselling and debt repayment programs to families and individuals. They also provide education outreach services, speaking to groups about money management, financial abuse, and fraud. This organization is located in the Viking Building, Suite 100B on Crosbie Road in St. John’s, but their services can be accessed provincially by phone at:

- **1-888-753-2227**

Provincial Program to Help Victims of Violence

The Department of Advanced Education and Skills has provisions for a “Start-up Allowance” to assist victims of violence to move to new accommodations, if necessary, and other programs. For further information and a list of contact numbers, see:

- **www.aes.gov.nl.ca/income-support/victimsofviolence.html**

REGIONAL RESOURCES

The following community resources are listed by Health Authority Region. If you are unsure of which region you are in, please see the map on page A2-3.

Eastern Health Region

Caregiver Support

Seniors Resource Centre of Newfoundland and Labrador has a Caregiver Support Group for those in the St. John's area. For more information call: **737-2333 or 1-888-571-2273**

Emergency Shelters

- Iris Kirby House, St. John's. (Note: For women and children only. Also offers advocacy and referral services): **753-1492 or 1-877-753-1492, 24-hour line**
- O'Shaughnessy House, Carbonear. (Note: For women and children only. Also offers advocacy and referral services): **596-8709 or 1-888-596-8709, 24-hour line**
- Shanawdithit Shelter, St. John's. This shelter is run by the St. John's Native Friendship Centre Association and is open to anyone (Aboriginal or non-Aboriginal) who needs shelter for any reason. **24-hour line: 726-5970**
- Grace Sparks House, Marystown. (Note: for women and children only. Also offers advocacy and referral services): **279-3562 or toll-free: 1-877-774-4957**

Housing

Newfoundland and Labrador Housing provides information about low-cost and subsidized housing.

-
- St. John's office: **724-3197**
 - Marystown office: **279-5375**

Legal Aid

The Legal Aid Commission provides legal representation to people with limited financial means (must meet certain eligibility requirements).

- St. John's office: **753-7863 or 722-6981**
- Carbonear office: **596-7835**
- Clarenville office: **466-7138**
- Marystown office: **279-3068**

Mental Health Crisis Centre

Provides 24-hour support to those who are feeling stressed and overwhelmed by their situation. For those in the St. John's Region, drop in at 47 St. Clare Avenue or call **737-4668**.

Sexual Assault Counselling

NL Sexual Assault Crisis and Prevention Centre

In addition to their provincial crisis line (see provincial resources), the Centre provides short-term, one-to-one counselling for victims of sexual assault in the St. John's region. Appointments can be made by calling **726-1411**

Support if Pressing Charges

Victim Services provides support to people who are going through (or considering going through) the criminal justice system.

- St. John's office: **729-0900**
- Carbonear office: **945-3019 or 945-3046 or 945-3020**
- Clarenville office: **466-5808**
- Marystown: **279-3216**

Violence Prevention Initiative (VPI)

Coalition Against Violence - Avalon East: This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in St. John's.

- **757-0137** or email: cavae@coalitionagainstv violence.ca

Communities Against Violence: This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in Bay Roberts.

- **786-7182, ext. 225** or email: info@communitiesagainstv violence.org

Burin Peninsula Voice Against Violence: This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in Marystown.

- **279-4030** or email: paulamallay@nf.aibn.com

Eastern Region Against Violence: This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in Clarenville.

- **466-4767** or email: ercav@gov.nl.ca

Central Health Region

Emergency Shelter for Women

Cara House, Gander (Note: for women and children only. Also offers advocacy and referral services.)

256-7707 or 1-877-800-2272

Housing

Newfoundland and Labrador Housing provides information about low-cost and subsidized housing.

- Gander office: **256-1300**
- Grand Falls-Windsor office: **292-1002**

Legal Aid

The Legal Aid Commission provides legal representation to people with limited financial means (must meet certain eligibility requirements).

- Gander office: **256-3991**
- Grand Falls-Windsor office: **489-9081**

Support if Pressing Charges

Victim Services provides support to people who are going (or considering going) through the criminal justice system.

- Gander office: **256-1028 or 256-1070 or 256-1021**
- Grand Falls-Windsor office: **292-4544 or 292-4548**

Violence Prevention Initiative (VPI)

Central West Committee Against Violence: This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in Grand Falls-Windsor.

- **489-8828** or email: cav@nfld.net

The Roads to End Violence: This is Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in Gander.

- **651-2250** or email: theroadstoendviolence@nf.aibn.com

Western Health Region

Emergency Shelter for Women

Corner Brook Transition House (Note: for women and children only. Also offers advocacy and referral services.): **634-4198** or toll-free: **1-866-634-4198**

Housing

Newfoundland and Labrador Housing provides information about low-cost and subsidized housing.

- Corner Brook office: **639-5201**
- Stephenville office: **643-6826**

Legal Aid

The Legal Aid Commission provides legal representation to people with limited financial means (must meet certain eligibility requirements).

- Corner Brook office: **639-9226**
- Stephenville office: **643-5263**

Support if Pressing Charges

Victim Services provides support to people who are going (or considering going) through the criminal justice system.

- Stephenville: **643-6588** or **643-6618** or **643-8644**

-
- Corner Brook: **637-2614**
 - Port Saunders: **861-2147 or 861-2130**

Violence Prevention Initiative (VPI)

Western Regional Coalition To End Violence: This is a Regional Coordinating Committee of the VPI and can provide info about local resources and programs for victims of violence. Their office is located in Corner Brook.

- **634-6606** or email:
wrcoalitiontoendviolence@gmail.com

Southwestern Coalition To End Violence: This is a Regional Coordinating Committee of the VPI and can provide info about local resources and programs for victims of violence. Their office is located in Stephenville.

- **634-1022** or email: swceviolence@gmail.com

Labrador-Grenfell Region

Emergency Shelter for Women

- Hope Haven, Labrador City (Note: for women and children only. Also offers advocacy and referral services.):
944-6900 or toll-free: 1-888-332-0000
- Kirkina House, Rigolet (Note: for women and children only. Also offers advocacy and referral services.):
947-3333
- Libra House, Happy Valley/Goose Bay (Note: for women and children only. Also offers advocacy and referral services.): **896-3014 or toll-free: 1-877-896-3014**

-
- Nain Transition House, Nain (Note: for women and children only. Also offers advocacy and referral services.): **922-1229 or 1-866-922-1230**
 - Natuashish Safe House: **478-2390**
 - Nukum Munik Shelter, Sheshatshiu: **497-8869**
 - Selma Onalik Safe House, Hopedale (Note: closed at time of this manual's publication, but still answering their line for service referral.): **933-3420**

Housing

Newfoundland and Labrador Housing provides information about low-cost and subsidized housing.

- Corner Brook office: **639-5201** (nearest office for those on the Northern Peninsula of the island)
- Happy Valley-Goose Bay office: **896-1920**

Legal Aid

The Legal Aid Commission provides legal representation to people with limited financial means (must meet certain eligibility requirements).

- Corner Brook office: **639-9226** (nearest office for those on the Northern Peninsula of the island)
- Happy Valley-Goose Bay: **896-5323**

Support if Pressing Charges

Victim Services provides support to people who are going (or considering going) through the criminal justice system.

- Port Saunders: **861-2147 or 861-2130** (also serves the Northern Peninsula of the island)
- Happy Valley/Goose Bay: **896-0446 or 896-3251**
- Nain: **922-2360**

Violence Prevention Initiative (VPI)

Northern Committee Against Violence: This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in St. Anthony.

- **454-3351** or email: darlenerice@gov.nl.ca

Violence Prevention Labrador: This is the Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence. Their office is located in Forteau.

- **931-2600 or 1-866-446-8080**
or email: coordinator@vplabrador.ca

My Notes

My Notes

