

Services for Women and Children to Protect and Support them from Abuse

March 31, 2020, Huron Domestic Assault Review Team

With the current pandemic of COVID-19, the safety of women and children in their own homes is a paramount concern.

Is it important that everyone in the community know that **services to support victims of violence are open for business**. While the physical buildings may be closed, local agencies are continuing to provide services and supports.

Please ensure that you continue to make referrals or call these agencies for support.

For ease, we have developed a list of local agencies that are available to support people experiencing or who have experienced violence.

Canadian Mental Health Association Huron Perth

- CMHA's after-hours response line continues to be available (519-274-2848). Visitors will be encouraged to telephone rather than visit the office.
- If a case manager responds in person to a client situation, symptom screening will take place. The response by CMHA staff may not be the assigned case manager. It is recognized that each staff member has unique circumstances which may limit who may respond when a face to face contact is required.
- Toll-Free: 1-888-875-2944, 0 for reception

Choices for Change: Alcohol, Drug & Gambling Counselling Centre

- The office in Goderich is closed until the foreseeable future. Support over the phone and via OTN. Both the intake line and the main phone line will be monitored.
- The main phone line (1-877-218-0077) will inform people the offices are closed but that staff will provide phone support and direct them to the Helpline and Crisis Response Team. Information on Facebook pages and website.
- The Addiction Medicine Clinics are considered an essential service so will continue to operate.

Crown Attorney's Office

- The office is open from 8:30 a.m. to 5:00 p.m. for telephone inquiries.
- For in person, the office is open from 10:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 4:00 p.m.
- Telephone inquiries rather than in-person attendances are strongly recommended to reduce the number of people in the building. Call 519-524-9272 or email GoderichCrownOffice@ontario.ca.

Huron Perth Centre

- The Centre continues to offer a range of services including children's mental health, youth justice and VAW services-Renascence. Phone support is offered Monday – Friday 9:00 a.m. to 5:00 p.m. (519-482-3931)

Huron Perth Children's Aid Society

- The physical office is closed although staff are working remotely and continue to respond to client needs. Screeners are available during office hours to receive referrals/incoming information and the phone system will connect to answering service after hours for a Protection Worker to respond to client needs. Call 1-800-265-5198 for 24/7 coverage.

Huron Perth Public Health

- Weekly sexual health drop-in clinics have been cancelled. However, there are appointment times available for clients who need access to service that cannot wait, including STI testing and birth control.
- Access to Needle Exchange Program services in Clinton: Clients can access harm reduction supplies Monday to Friday. The door is unlocked 8:30 a.m. to 4:30 p.m. (access door is under the bridge at the health unit). Naloxone is also available at local pharmacies.
- The Health Line intake phone line is open Monday to Friday (9:00 a.m. to 8:00 p.m.) and Saturday and Sunday (9:00 a.m. to 4:00 p.m.)
- Please text or call 519-440-1439 for an appointment and calls will be screened determining need for appointment. This is the cell number for the team.
- HPPH is your source for current and credible local info on COVID 19: <https://www.hpph.ca>
- Call the HPPH Healthline 9:00 a.m. to 8:00 p.m. weekdays and 9:00 a.m. to 4:00 p.m. weekends: 1-888-221-2133.

Huron Women's Shelter

- The Shelter is committed to ensuring women and their families have access to support, services and advocacy. We recognize that for the duration of the pandemic, violence may elevate and access to usual supports throughout the community may be disrupted.

Shelter Services

- The shelter is open and offering residential support to women at high risk because of gender based violence, as well as the 24-hour help line available to anyone in need.
- All services will be offered via telephone, video conferencing or email.
- Regular visits by community partners or any nonessential visitor has been postponed through the duration of the pandemic.

Second Stage Housing (SSH) Sites

- All second stage sites of the shelter (Exeter, Clinton, Goderich) are closed to visitors, however we continue to support residents via email, phone and video conferencing.

- An empty unit at SSH has been designated as an emergency quarantine unit if needed.
- Call the 24 Hour Support and Information Line: 1-800-265-5506 or 519-524-6245.

John Howard Society

- Offering services and intake by phone and the offices are closed to the public.
- Individuals are able to contact the Society for service and collect calls are still being accepted.
- The Huron County Partner Assault Response Program is still conducting intakes and partner calls by phone. Call: 519-438-4168

Ontario Provincial Police

- The OPP has closed all offices to the public but is still open for business and answering all calls for service after assessment on a needs and priority basis. Non-essential services are not being offered (for example, criminal record and vulnerable sector screening checks unless it related directly to Emergency Services employment or deemed a priority by the OPP). Any contact with OPP will initiated by telephone, 519-524-8314, 911 or 1-888-310-1122. Questions are being fielded over the phone where possible. Officers are attending in person calls and taking COVID-19 appropriate screening and precautions. Officers are arresting and processing offenders for all crimes and if necessary holding for Bail. Officers are conscious of the increased need for referrals to community agencies during the COVID-19 crisis and will continue to make appropriate community referrals.

Poverty to Prosperity (P2P) in Huron

To date, all food banks in Huron continue to operate on a limited basis and/or with precautions such as pre-packed hampers, limited access to space, physical distances, etc. Some are open to appointments only on a call-in basis. Please be in touch with the local food bank for specific inquiries and to book an appointment:

- Bayfield Area Food Bank: 519-955-7444
- Trinity Anglican Church: 519-955-7444
- Friends of the Community Clinton: 519-955-1809
- Clinton Salvation Army: 519-482-8586
- Exeter Community Food Bank: 519-860-4104
- Goderich Salvation Army: 519-524-2950
- St. Vincent de Paul Society Goderich: 519-524-1087
- Seaforth and District Food Bank: 519-527-0281
- North Huron Food Share Wingham: 519-357-2277
- Wingham Salvation Army: 519-357-1387 or 519-357-3757
- Zurich Blessings Community Store: 519-236-4376

Two **meal programs** continue to operate - Fishes and Loaves in Goderich and they are take-out only.

- Lakeshore United Church, 56 North St (519-524-2103), 2nd Tuesday monthly, 5:30-6:30 p.m.
- Trinity Christian Reformed Church, 245 Mill Rd (519-524-8003), 3rd Tuesday monthly, 5:30-6:30 p.m.
- The **Huron County Food Bank Distribution Centre** is doubling its deliveries to communities

without food banks: Brussels, Huron Park, Lucknow and Vanastra.

- Exeter Pentecostal Church/Noah's Ark is still operating its **food cupboard**.
- **Huron Out of the Cold** continues to operate at the Salvation Army in Goderich until April 14
- **Volunteer Tax Clinics** have been put on hold until at least April 6. However, the Government of Canada has also extended the tax deadline to June 1.
- Refer also to the **Perth Huron United Way** and the Facebook group: Huron - Perth Covid 19 Resource Group - Help is Close to Home: <https://www.facebook.com/groups/198346424935322>

Probation Office

- The majority of meetings with clients are being held by telephone although there are some clients that are reporting in person including high risk and homeless clients.
- For domestic violence victim outreach, the Probation Office is increasing calls to victims, while ensuring Victim support line, Victim Service and other support service numbers are known.
- Collateral calls are being made as well to assist in supervising clients. Call 519-524-2193.

Rural Response for Healthy Children

- Office is closed to the public although staff have access to emails and work voice mail.
- Staff are reaching out to parent/caregiver clients to offer support. If parents/caregivers agree, staff will contact them every 7 to 10 days to track their situations and respond.
- Call 519-482-8777 or 1-800-479-0716. Messages are retrieved daily.

Supervised Access Visitation & Exchange Huron Perth

- The office is open to calls and emails. Currently all sites are closed for on-site services. If both parties have been contacted, intakes are being conducted over the telephone (519-508-6101).

Victim Services Huron

- Office phone has been forwarded to a staff cell phone so will continue to be answered directly.
- Staff are willing to support on scene First Responders if required. If phone support is an option that would be the first line of defense.
- Referrals, safety planning, and needs assessments will be completed by phone, email. In person support could take place after a COVID-19 screening questions were completed to ensure safety for all. Call 519-600-4108.

Victim Witness Assistance Program (VWAP)

- VWAP staff is conducting interactions with clients by telephone.
- Clients are encouraged to call VWAP at 519-524-4085 for information, support and referrals.