

INTERVENTION

Module 16: Helpful resources

In this module:

- **24-hour emergency/crisis lines: Province-wide;**
- **Provincial resources;**
- **Regional Health Authorities;**
- **Women’s Policy Office - Violence Prevention Initiative and Regional Coordinating Committees against Violence;**
- **Helpful resources: Preventing violence against older persons;**
- **National resources;**
- **Federal government;**
- **My important contacts; and,**
- **Links: Internet resources.**

There are many resources in this province that may be helpful to you if you are:

- A service provider to older victims of violence;
- An older person who is a victim of violence;
- An older person at risk of violence;
- A perpetrator of violence;
- Someone with the potential to become violent; and,
- Concerned about someone in any of the above situations.

In this module you will find resources that are available nationally, provincially and within your region or community. Since violence against older persons can take many forms, it is necessary to be able to call upon a range of resources.

Availability of resources may depend on the community or region. Some programs may not be available or accessible in rural or remote regions of the province. There may be waiting lists for services. Suitable emergency housing may not be available. In these situations, advocacy becomes very important.

It may help to learn about resources for victims of crime or family violence. Service providers and other helpers must know about these resources, and should be able to link older persons with needed services and programs. For more violence prevention information, please visit the Violence Prevention Initiative website, www.gov.nl.ca/vpi. A list of consumer health resources, by region, can be found at the website of the Department of Health and Community Services at <http://www.health.gov.nl.ca/health>. Also, see the *Links* section in this manual for government and community internet resources.

All resources listed below are available to both women and men unless otherwise noted.

24-Hour emergency/crisis lines: Province-wide

<p>Mental Health Crisis Line Provincial resource operated by the Eastern Regional Health Authority</p>	<p>1-888-737-4668</p>
<p>Sexual Assault Crisis Line Newfoundland and Labrador Sexual Assault Crisis and Prevention Centre</p>	<p>1-800-726-2743 St. John's: (709) 726-1411</p>
<p>Royal Canadian Mounted Police (RCMP)* *Check to see if 911 service is available in your area</p>	<p>1-800-709-7267 TDD: 1-800-563-2172</p>
<p>Royal Newfoundland Constabulary (RNC)* *Check to see if 911 service is available in your area</p>	<p>St. John's: (709) 729-8000 Corner Brook: (709) 637-4100 Labrador West: (709) 944-7602 Churchill Falls: (709) 925-3524 TTY-TDD: 1-800-363-4334</p>
<p>AES – Department of Advanced Education and Skills Income Support Line</p>	<p>Avalon: 1-877-729-7888 Central: 1-888-632-4555 Western: 1-866-417-4753 Labrador: 1-888-773-9311 TTY-TDD: 1-888-380-2299</p>

Provincial resources

RESOURCE	CALL	WEBSITE
AIDS Committee of Newfoundland and Labrador	1-800-563-1575	www.acnl.net
Alzheimer's Society of Newfoundland and Labrador	1-877-776-0608 St. John's: (709) 576-0608	www.alzheimernl.org
Arthritis Society of Newfoundland and Labrador	1-800-321-1433 St. John's: (709) 579-8190	www.arthritis.ca/nl
Canadian Diabetes Society Newfoundland and Labrador	1-800-226-8464 St. John's: (709) 754-0953	www.diabetes.ca
Canadian Hard of Hearing Society – Newfoundland Chapter	1-888-753-3224 St. John's (709) 753-3224	www.chha-nl.nl.ca
Caregiver Support Line (Caregivers Out of Isolation - Seniors Resource Centre of NL)	1-888-571-2273 St. John's: (709) 726-2370	www.seniorsresource.ca/caregivers
Canadian Mental Health Association (CMHA) – NL Division	St. John's: (709) 753-8550	www.cmhanl.ca
Consumers' Health Awareness Network of NL (CHANNAL)	1-888-636-4709	www.channal.ca
Coalition of Persons with Disabilities (COD)	709-722-7011 TTY: 709-722-7998	www.codnl.ca

Credit Counselling Services of Newfoundland and Labrador (CCSNL)	709-753-5812 1-888-738-3328	www.CreditAndDebtSolutions.ca
Information and Referral Line for Elder Abuse - Seniors Resource Centre of NL	1-800-563-5599 St. John's: (709) 737-2333	www.seniorsresource.ca
Legal Aid Commission	1-800-563-9911 (also has regional offices)	http://www.justice.gov.nl.ca/just/departments/branches/division/division_lac.html
Newfoundland and Labrador Health Line	1-888-709-2929	www.yourhealthline.ca
Newfoundland and Labrador Housing	St. John's: (709) 724-3000	www.nlhc.nl.ca
Newfoundland and Labrador Sexual Health Centre	1-877-666-9847 St. John's: (709) 579-1009	www.nlsexualhealthcentre.org
Provincial Court	St. John's: (709) 729-1004 (also has regional offices)	http://www.court.nl.ca/provincial/
Provincial Advisory Committee on the Status of Women	St. John's: (709) 753-7270	www.pacsw.ca
Public Legal Information Association of Newfoundland	1-888-660-7788 St. John's: (709) 722-2643	www.publiclegalinfo.com
Seniors Resource Centre of NL	1-800-563-5599 St. John's: (709) 737-2333	www.seniorsresource.ca

Victim Services	St. John's: (709) 729-7970 (also has regional offices)	www.justice.gov.nl.ca/just/departement/branches/division/division_victim_services.html
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Regional Health Authorities

(See also section below with regional listings for other Regional Health Authority numbers.)

RESOURCE	CALL
Eastern Health (St. John's)	(709) 752-4885
Eastern Health (Rural Avalon)	(709) 786-5245
Eastern Health (Bonavista/Clarenville/Burin Peninsula)	(709) 466-5707
Central Health	(709) 651-6340
Western Health	(709) 634-5551 ext 226
Labrador-Grenfell Health	(709) 454-0372

Women's Policy Office - Violence Prevention Initiative and Regional Coordinating Committees against Violence

RESOURCE	CALL	WEBSITE
Women's Policy Office	(709) 729-5009	www.exec.gov.nl.ca/exec/wpo
Violence Prevention Initiative	(709) 729-5009	www.gov.nl.ca/vpi

REGION	COMMITTEE NAME	CALL	WEBSITE
Avalon East	Coalition against Violence	(709) 757-0137	www.coalitionagainstviolence.ca
Western Avalon Region	Communities against Violence	(709) 596-3311	
Burin Peninsula	Burin Peninsula Voice against Violence	(709) 279-4030	www.bpvav.com
Eastern Region	Eastern Regional Committee against Violence	(709) 466-4676	www.ercav.ca

Central West	Central West Committee against Violence	(709) 489-8828 (collect calls accepted)	
Gander – New-Wes-Valley	The Roads to End Violence	(709) 651-2250	www.theroadstoendviolence.ca
Labrador	Violence Prevention Labrador	1-866-446-8080 (709) 931-2600	www.vplabrador.ca
Northern Region	Northern Committee against Violence	(709) 454-3351	www.ncav.ca
Southwestern Region	Southwestern Coalition to End Violence	(709) 643-1022	www.swcev.ca
	Local Coordinating Committees: <ul style="list-style-type: none"> • Bay St. George Coalition to End Violence (709) 643-1022 • Peaceful Communities (Port aux Basques area) (709) 695-7900 • HELP Committee (Burgeo, Ramea area) (709) 886-2185 		
Western Region	Western Regional Coalition to End Violence	(709) 634-6606	www.wrcev.ca

Helpful resources: Preventing violence against older persons

A List by Region

AVALON EAST

Local areas of the Avalon East Region include:

- Bell Island
- North Shore of Conception Bay
- Southern Shore
- Head of Conception Bay
- Northeast Avalon
- Trepassey Bay

EMERGENCY NUMBERS	
Avalon East Region Emergencies	911
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
RNC - Royal Newfoundland Constabulary	(709) 729-8000
RNC - Royal Newfoundland Constabulary - TDD-TTY	1-800-363-4334
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-877-729-7888

AVALON EAST REGIONAL RESOURCES	
<i>Hospital:</i> Health Sciences Centre	(709) 777-6300
<i>Hospital:</i> St. Clare's Mercy Hospital	(709) 777-5000
<i>Hospital:</i> Waterford Hospital	(709) 777-3300
<i>Hospital:</i> Dr. Leonard A. Miller Centre	(709) 777-6555

<i>Hospital:</i> Dr. Walter Templeman Health Centre	Bell Island: (709) 488-2821
<i>Shelter:</i> Iris Kirby House – 24 hour crisis line [women and children]	1-877-753-1492 (709) 753-1492 www.iriskirbyhouse.nf.net
<i>Shelter:</i> Shanawdithit Shelter [adults and families]	(709) 726-5970
<i>Shelter:</i> Tommy Sexton Centre [women and men 15-65]	(709) 579-8656 1-800-563-1575 http://www.acnl.net
<i>Shelter:</i> The Wiseman Centre [men ages 30-64]	(709) 739-8355
<i>Long-term Care Home:</i> Agnes Pratt Home	(709) 579-0185
<i>Long-term Care Home:</i> Hoyles Escasoni Complex	(709) 753-7590
<i>Long-term Care Home:</i> St. Patrick's Mercy Home	(709) 726-2687
<i>Long-term Care Home:</i> Salvation Army Glenbrook Lodge	(709) 726-1575
<i>Long-term Care Home:</i> Masonic Park Nursing Home (Mount Pearl)	(709) 368-6081
<i>Housing:</i> Newfoundland Labrador Housing	(709) 724-3000 www.nlhc.nl.ca
<i>Justice:</i> Provincial Court	(709) 729-1004
<i>Justice:</i> Legal Aid Commission	1-800-563-9911 (709) 753-7860

<i>Justice:</i> Victim Services	(709) 729-0900
Addiction Services – Community Health	(709) 752-4919
	(709) 752-4980
AIDS Committee of Newfoundland and Labrador	1-800-563-1575 (709) 579-8656 www.acnl.net
Bereavement Association (Eastern Region)	777-6959
Independent Living Resource Centre	1-866-722-4031 722-4031 TTY: 722-7998 www.ilrc-nl.ca
Multicultural Women’s Organization of NL	726-0321 www.mwonl.org
St. John’s Status of Women Council / Women’s Centre	753-0220 www.margueritesplace.ca
St. John’s Native Friendship Centre	726-5902 www.sjnfc.com

AVALON WEST REGION

Local areas of the Avalon West Region include:

- Bay Roberts Area
- Heart's Delight Area
- St. Mary's Bay Area
- Carbonear Area
- New Perlican-Winterton Area
- Whitbourne
- Clarke's Beach Area
- Placentia-St. Bride's Area
- Harbour Grace Area
- Spaniard's Bay Area

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-877-729-7888

AVALON WEST REGIONAL RESOURCES	
<i>Hospital:</i> Carbonear General Hospital	(709) 945-5111
<i>Hospital:</i> Placentia Health Centre	(709) 227-2013
<i>Hospital:</i> Dr. Wm. H. Newhook Community Health Centre (Whitbourne)	(709) 759-2300
<i>Hospital:</i> Dr. A.A. Wilkinson Memorial Hospital (Old Perlican)	(709) 587-2200
<i>Shelter:</i> O'Shaughnessy House (Carbonear)	Crisis Lines: (709) 596-8709 1-888-596-8709 Office: (709) 596-8208

<i>Long-term Care Home:</i> Pentecostal Senior Citizens Home (Clarkes Beach)	(709) 786-2993
<i>Long-term Care Home:</i> Harbour Lodge Nursing Home (Carbonear)	(709) 945-5400
<i>Long-term Care Home:</i> Interfaith Senior Citizens Home (Carbonear)	(709) 945-5300
<i>Long-term Care Home:</i> Lions Manor Nursing Home (Placentia)	(709) 227-2061
<i>Housing:</i> Newfoundland Labrador Housing	(709) 724-3000 www.nlhc.nf.ca
<i>Justice:</i> Provincial Court (Harbour Grace)	(709) 596-6141
<i>Justice:</i> Legal Aid Commission (Harbour Grace)	(709) 596-7835 1-800-563-9911
<i>Justice:</i> Victim Services (Carbonear)	(709) 945-3046
Addictions/Mental Health Services – Community Health (Carbonear)	(709) 945-6512

EASTERN REGION

Local areas of the Eastern Region include:

- Black Head Bay
- Bonavista Area
- Catalina Area
- Chandlers Reach
- Isthmus of Avalon
- Placentia Bay North West
- Smith Sound-Random Island
- South West Arm Area
- Southern Bay Area
- Trinity, Trinity Bay Area

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-877-729-7888

EASTERN REGIONAL RESOURCES	
<i>Hospital:</i> Dr. G.B. Cross Memorial Hospital (Clareville)	(709) 466-3411
<i>Hospital:</i> Bonavista Peninsula Health Centre (Bonavista)	(709) 468-7881
<i>Shelter:</i> Grace Sparkes House (Marystown) [women and children]	Crisis Lines: 1-877-774-4957 (709) 279-3562 www.gracesparkeshouse.com

<p><i>Shelter:</i> Cara House (Gander) [women and children]</p>	<p>Crisis Lines: 1-877-800-2272 (709) 256-7707 www.carahouse.com</p>
<p><i>Long-term Care Home:</i> Golden Heights Manor (Bonavista)</p>	<p>(709) 468-5260</p>
<p><i>Long-term Care Home:</i> Dr. Albert O'Mahony Memorial Manor (Clareville)</p>	<p>(709) 466-6874</p>
<p><i>Housing:</i> Newfoundland Labrador Housing</p>	<p>(709) 724-3000</p>
<p><i>Justice:</i> Provincial Court (Clareville)</p>	<p>(709) 466-2635</p>
<p><i>Justice:</i> Legal Aid Commission (Clareville)</p>	<p>(709) 466-7138 1-800-563-9911</p>
<p><i>Justice:</i> Victim Services (Clareville)</p>	<p>(709) 466-5808</p>
<p>Addictions/Mental Health Services – Community Health</p>	<p>(709) 466-5700</p>

BURIN PENINSULA REGION

Local areas of the Burin Peninsula Region include:

- Bay L' Argent Area/St. Bernard's and Area
- Marystown/Burin and Area
- Fortune-Grand Bank Area
- Lamaline/Lawn and Area
- Mortier/Fox Cove and Area
- Rushoon/Parker's Cove and Area
- St. Lawrence and Area
- Terrenceville/Grand le Pierre and Area
- Frenchmen's Cove/Garnish and Area

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-877-729-7888

BURIN PENINSULA REGIONAL RESOURCES	
<i>Hospital:</i> Burin Peninsula Health Care Centre (Burin)	(709) 891-1040
<i>Hospital:</i> Grand Bank Community Health Centre	(709) 832-2500
<i>Hospital:</i> U.S. Memorial Health Care Centre (St. Lawrence)	(709) 873-2220

<p><i>Shelter:</i> Grace Sparkes House - Marystown [women and children]</p>	<p>(709) 279-3560 Crisis Lines: (709) 279-3562 1-877-774-4957 www.gracesparkeshouse.com</p>
<p><i>Long-term Care Home:</i> Blue Crest Nursing Home (Grand Bank)</p>	<p>(709) 832-1660</p>
<p><i>Housing:</i> Newfoundland Labrador Housing (Marystown)</p>	<p>(709) 279-5375</p>
<p><i>Justice:</i> Provincial Court (Grand Bank)</p>	<p>(709) 832-1450</p>
<p><i>Justice:</i> Legal Aid Commission (Marystown)</p>	<p>(709) 279-3068 1-800-563-9911</p>
<p><i>Justice:</i> Victim Services (Marystown)</p>	<p>(709) 279-3216</p>
<p>Addictions/Mental Health</p>	<p>(709) 279-7952 (709) 279-7955</p>

GANDER/NEW-WES-VALLEY REGION

Local areas of the Gander-New-Wes-Valley Region include:

- Alexander Bay
- Greenspond Area
- Notre Dame Bay South
- Fogo and Change Islands
- Hamilton Sound
- Straight Shore
- Gambo Area
- Lewisporte Area
- Twillingate Island
- Gander Area
- New World Island
- Wesleyville Area

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
Military Police	(709) 256-1725
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-888-632-4555

GANDER/NEW-WES-VALLEY REGIONAL RESOURCES	
<i>Hospital:</i> Brookfield/Bonnews Health Centre (Brookfield)	(709) 536-2405
<i>Hospital:</i> James Paton Memorial Regional Health Centre (Gander)	(709) 256-2500
<i>Hospital:</i> Fogo Island Health Centre	(709) 266-2221
<i>Hospital:</i> Notre Dame Bay Memorial Health Centre (Twillingate)	(709) 884-2131

<i>Shelter:</i> Cara Transition House [women and children]	Crisis Lines: 1-877-800-2272 (709) 256-7707
<i>Long-term Care Home:</i> Bonnews Lodge (Badger's Quay)	(709) 536-2160
<i>Long-term Care Home:</i> Lakeside Homes (Gander)	(709) 256-8850
<i>Housing:</i> Newfoundland Labrador Housing (Gander)	(709) 256-1300
<i>Justice:</i> Provincial Court (Gander)	(709) 256-1100
<i>Justice:</i> Legal Aid Commission (Gander)	(709) 256-3991 1-800-563-9911
<i>Justice:</i> Victim Services (Gander)	(709) 256-1028 (709) 256-1070
Addictions/Mental Health	(709) 256-5438/2813
Gander Women's Centre	(709) 256-4395 1-866-442-4445

CENTRAL REGION

Local areas of the Central Region include:

- Bay d’Espoir Area/Conne River
- Belle Bay/Belleoram
- Buchans Area
- Burlington Area
- Grand Falls-Point Leamington
- Halls Bay/Springdale
- Harbour Breton
- Hermitage Bay/Gaultois
- King’s Point Area
- Norris Arm Area
- Pilley’s Island Area
- White Bay South/Baie Verte

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-888-632-4555

CENTRAL REGIONAL RESOURCES	
<i>Hospital:</i> Central Newfoundland Regional Health Centre (Grand Falls)	(709) 292-2500
<i>Hospital:</i> Dr. Hugh Twomey Health Care Centre (Botwood)	(709) 257-2874
<i>Hospital:</i> Connaigre Peninsula Health Centre (Harbour Breton)	(709) 885-2359
<i>Hospital:</i> Green Bay Community Health Centre (Springdale)	(709) 673-3911

<i>Hospital:</i> A.M. Guy Memorial Health Centre (Buchans)	(709) 672-3304
<i>Hospital:</i> Baie Verte Peninsula Health Centre (Baie Verte)	(709) 532-4281
<i>Shelter:</i> Cara Transition House (Gander) [women and children]	Crisis Line: 1-877-800-2272
<i>Long-term Care Home:</i> Carmelite House Senior Citizens' Home (Grand Falls)	(709) 292-2528
<i>Long-term Care Home:</i> North Haven Manor Senior Citizens Home (Lewisporte)	(709) 535-6767
<i>Long-term Care Home:</i> Valley Vista Senior Citizens Home (Springdale)	(709) 673-3936
<i>Housing:</i> Newfoundland Labrador Housing (Grand Falls)	(709) 292-1000
<i>Justice:</i> Provincial Court (Grand Falls)	(709) 292-4212
<i>Justice:</i> Legal Aid Commission (Grand Falls)	(709) 489-9081 1-800-563-9911
<i>Justice:</i> Victim Services (Grand Falls)	(709) 292-4291
Addictions/Mental Health	(709) 489-8180
Women's Centre	(709) 489-8919 1-888-235-4242

Conne River – Miawpukek First Nation

Conne River Health and Social Services (CRHSS)	(709) 882-2710
CRHSS Addictions	(709) 882 5116
CRHSS Mental Health	(709) 882-5108
Miawpukek Justice Department	(709) 882-1259
Miawpukek Aboriginal Courtworker	(709) 882-2470

SOUTHWESTERN REGION

Local areas of the Southwestern Region include:

- Burgeo Area
- Codroy Valley
- Crabbes River
- Port aux Basques Area
- Rose Blanche Area
- St. George's Area
- Stephenville-Port au Port Peninsula

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
RCMP - Burgeo	(709) 886-2241
RCMP - Port aux Basques	(709) 695-2149
RCMP - Stephenville	(709) 643-2118
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
Sexual Abuse Community Service	(709) 643-8740 (709) 643-8741
AES - Advanced Education and Skills Income Support Line	1-866-417-4753

SOUTHWESTERN REGIONAL RESOURCES	
<i>Hospital:</i> Sir Thomas Roddick Hospital (Stephenville)	(709) 643-5111
<i>Hospital:</i> Dr. Charles L. LeGrow Health Care Centre (Port aux Basques)	(709) 695-2175
<i>Hospital:</i> Calder Health Centre (Burgeo)	(709) 886-3350

<i>Shelter:</i> Transition House (Corner Brook)	1-866-634-4198
<i>Long-term Care Home:</i> Bay St. George Long Term Care Centre (Stephenville Crossing)	(709) 646-5800
<i>Housing:</i> Newfoundland Labrador Housing (Stephenville)	(709) 643-6826
<i>Justice:</i> Provincial Court (Stephenville)	(709) 643-2966
<i>Justice:</i> Legal Aid Commission(Stephenville)	(709) 643-5263 1-800-563-9911
<i>Justice:</i> Victim Services (Stephenville)	(709) 643-6588 (709) 643-6618
Addiction Services (Stephenville)	(709) 643-8720
Addiction/Mental Health Services (Burgeon)	(709) 886-2185
Mental Health (Stephenville)	(709) 643-8740
Addictions/Mental Health Services (Port aux Basques)	(709) 695-4619
Women's Centre (Stephenville)	(709) 643-4444
Women's Centre (Port aux Basques)	(709) 695-7505

WESTERN REGION

Local areas of the Western Region include:

- Bay of Islands
- Daniel's Harbour Area
- Bonne Bay/Norris Point Area
- Deer Lake-Cormack Area
- Corner Brook-Pasadena
- Jackson's Arm Area

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
RNC - Royal Newfoundland Constabulary	(709) 637-4100
RNC - Royal Newfoundland Constabulary - TDD	1-800-363-4334
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES - Advanced Education and Skills Income Support Line	1-866-417-4753

WESTERN REGIONAL RESOURCES	
<i>Hospital:</i> Western Memorial Regional Hospital (Corner Brook)	(709) 637-5000
<i>Hospital:</i> Bonne Bay Health Centre (Norris Point)	(709) 458-2211
<i>Shelter:</i> Transition House (Corner Brook)	Crisis Lines: (709) 634-4198 1-866-634-4198
<i>Long-term Care Home:</i> Corner Brook Long-Term Care Home	(709) 637-3999
<i>Housing:</i> Newfoundland Labrador Housing (Corner Brook)	(709) 639-5201

<i>Justice:</i> Provincial Court (Corner Brook)	(709) 637-2323
<i>Justice:</i> Legal Aid Commission (Corner Brook)	(709) 639-9226 1-800-563-9911
<i>Justice:</i> Victim Services (Corner Brook)	(709) 637-2614
Addiction Services (Corner Brook)	(709) 634-4506
Addiction/Mental Health Services (Deer Lake)	(709) 635-7830
Addiction/Mental Health Services (Norris Point)	(709) 458-2381 ext. 266
Parkinson Society of Newfoundland and Labrador Support Group	(709) 634-3350 1-800-567-7020
Women's Centre	(709) 639-8522
Alzheimer's Society – Regional Office (Corner Brook)	(709) 639-3311
Canadian National Institute for the Blind (CNIB) (Corner Brook)	(709) 639-9167
Canadian Red Cross – Western District Office (Corner Brook)	(709) 634-4626
Victorian Order of Nurses (Corner Brook)	(709) 634-2042

NORTHERN PENINSULA REGION

Local areas of the Northern Peninsula Region include:

- Hawke’s Bay-Port au Choix Area
- Roddickton Area
- Quirpon-Cook’s Harbour Area
- Strait of Belle Isle

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-866-417-4753

NORTHERN PENINSULA REGIONAL RESOURCES	
<i>Hospital:</i> Dr. Charles S. Curtis Memorial Hospital (St. Anthony)	(709) 454-3333
<i>Hospital:</i> Rufus Guinard Memorial Health Centre (Port Saunders)	(709) 861-3139
<i>Hospital:</i> Strait of Belle Isle Health Centre (Flowers Cove)	(709) 456-2401
<i>Hospital:</i> White Bay Central Health Centre (Roddickton)	(709) 457-2215
<i>Shelter:</i> Corner Brook Transition House	1-866-634-4198
<i>Long-term Care Home:</i> John M. Gray Centre for Seniors (St. Anthony)	(709) 454-0371

<i>Housing:</i> Newfoundland Labrador Housing (Corner Brook)	(709) 639-5201
<i>Justice:</i> Provincial Court (Corner Brook)	(709) 637-2323
<i>Justice:</i> Legal Aid Commission (Corner Brook)	(709) 639-9226 1-800-563-9911
<i>Justice:</i> Victim Services (Port Saunders)	(709) 861-2147
Addiction Services (St. Anthony)	(709) 454-0262
Addiction/Mental Health Services (Port Saunders)	(709) 861-9125

LABRADOR REGION

Local areas of the Western Region include:

- Labrador West
- Central Labrador
- Labrador South
- Northern Labrador
- Labrador Straits

EMERGENCY NUMBERS	
RCMP - Royal Canadian Mounted Police	1-800-709-7267
RCMP - Royal Canadian Mounted Police - TDD	1-800-563-2172
RCMP – Cartwright	(709) 938-7218
RCMP – Forteau	(709) 931-2790
RCMP - Happy Valley-Goose Bay	(709) 896-3383
RCMP – Hopedale	(709) 933-3820
RCMP – Makkovik	(709) 923-2317
RCMP - Mary's Harbour	(709) 921-6229
RCMP – Nain	(709) 922-2862
RCMP – Natuashish	(709) 478-8900
RCMP - Rigolet	(709) 947-3400
RCMP - Sheshatshiu	(709) 497-8700
RNC - Royal Newfoundland Constabulary – Churchill Falls	(709) 925-3524
RNC - Royal Newfoundland Constabulary – Labrador City	(709) 944-7602
Military Police	(709) 896-6900 ext. 7120
Mental Health Crisis Line	1-888-737-4668
Sexual Assault Crisis Line	1-800-726-2743
AES – Advanced Education and Skills Income Support Line	1-888-773-9311

LABRADOR REGIONAL RESOURCES	
<i>Hospital:</i> Labrador Health Centre (Happy Valley-Goose Bay)	(709) 897-2000 Emergency: 897-2399 Nunatsiavut: 896-3396
<i>Hospital:</i> Captain William Jackman Memorial Hospital (Labrador City)	(709) 944-2632
<i>Hospital:</i> Labrador South Health Centre (Forteau)	(709) 931-2450
<i>Community clinic:</i> Black Tickle	(709) 471-8872
<i>Community clinic:</i> Cartwright	(709) 938-7285
<i>Community clinic:</i> Charlottetown	(709) 949-0259
<i>Community clinic:</i> Churchill Falls	(709) 925-3381
<i>Community clinic:</i> Hopedale	(709) 933-3857 Nunatsiavut: 933-3842
<i>Community clinic:</i> Makkovik	(709) 923-2229 Nunatsiavut: 923-2340
<i>Community clinic:</i> Mary's Harbour	(709) 921-6228
<i>Community clinic:</i> Nain	(709) 922-2912 Nunatsiavut: 922-2962
<i>Community clinic:</i> Natuashish	(709) 478-8842 After hours: 478-8887
<i>Community clinic:</i> Northwest River – Sheshatshiu	(709) 497-8202 After hours: 497-8351
<i>Community clinic:</i> Port Hope Simpson	(709) 960-0271 Public Health: (709) 960-0357 ext. 229

<i>Community clinic:</i> Postville	(709) 479-9851 Nunatsiavut: 479-9842
<i>Community clinic:</i> Rigolet	(709) 947-3386 Nunatsiavut: 947-3328
<i>Community clinic:</i> St. Lewis	(709) 939-2230
<i>Shelter:</i> Hopedale Safe House	(709) 933-3420
<i>Shelter:</i> Hope Haven (Labrador City)	(709) 944-7124 Crisis Line: 1-888-332-0000
<i>Shelter:</i> Libra House (Happy Valley-Goose Bay)	Crisis Line: (709) 896-3014 1-877-896-3014 Office: (709) 896-8251
<i>Shelter:</i> Nain Safe House	Crisis Line: (709) 922-1229 1-866-922-1229 Office: (709) 922-1230
<i>Shelter:</i> Natuashish Safe House	(709) 478-2390
<i>Shelter:</i> Nukum Munik (Innu Women's Shelter) (Sheshatsiu)	(709) 497-8869 (709) 497-8868
<i>Long-term Care Home:</i> Harry L. Paddon Memorial Home (Happy Valley-Goose Bay)	(709) 896-2469
<i>Housing:</i> Newfoundland Labrador Housing (Goose Bay)	(709) 896-1920
<i>Health:</i> Mushuau Health Commission (Natuashish)	(709) 478-8871
<i>Justice:</i> Provincial Court	Goose Bay: (709) 896-7870 Wabush: (709) 282-6617

<i>Justice:</i> Legal Aid Commission	Wabush: (709) 282-3425 Goose Bay: (709) 896-5323 1-800-563-9911
<i>Justice:</i> Victim Services	Goose Bay: (709) 896-0446 Nain: (709) 922-2360
Addictions/Mental Health Services (Happy Valley-Goose Bay)	(709) 897-2343
Mental Health Services (Churchill Falls)	(709) 925-3377
Mental Health Services (Labrador City/Wabush)	(709) 944-9251
Women's Centre	Labrador City: (709) 944-6562 Goose Bay: (709) 896-3484
Labrador Friendship Centre	(709) 896-8302 www.labradorfriendshipcentre.ca
Labrador-Grenfell Health Authority	(709) 897-2267

NUNATSIAVUT GOVERNMENT	
Health and Social Development	(709) 896-9763
Status of Women Coordinator	(709) 923-2368 1-855-923-2368

National Resources

RESOURCE	CALL	WEBSITE
Aging and Seniors Division of the Public Health Agency of Canada	—	http://www.phac-aspc.gc.ca/seniors-aines/index-eng.php
CNPEA – Canadian Network for the Prevention of Elder Abuse	—	http://www.cnpea.ca
CARP - Canadian Association of Retired Persons	1-888-363-2279	www.carp.ca
ONPEA – Ontario Network for the Prevention of Elder Abuse	416-916-6728	www.onpea.org
NICE - National Initiative for the Care of the Elderly	416-978-0545	www.nicenet.ca

Federal Government

RESOURCE	CALL	WEBSITE
Aging and Seniors Division of the Public Health Agency of Canada		www.phac-aspc.gc.ca/seniors-aines/index-eng.php
Seniors Canada	1-800-622-6232	www.seniors.gc.ca
Status of Women Canada	1-866-902-2719	www.swc-cfc.gc.ca
Service Canada (Old Age Security, Guaranteed Income Supplement, Allowance, Canada Pension Plan)	1-800-277-9914	www.servicecanada.ca
Canada Revenue Agency	1-800-959-2221	www.cra.gc.ca

A note to service providers and other helpers:

On the next page is a chart you can give to an older person who may be at risk of violence. Help the person fill in the chart, if needed. Provide names and information on community resources to contact in emergencies or if there is risk.

My Important Contacts

Use this chart to keep track of crisis resources and other helpful information or contacts. Keep this chart handy and update it when necessary. Make copies for your purse or wallet. Give a copy to trusted family members, friends or neighbours.

Emergency Responders and Other Important Contacts	
Police	Contact Name: Phone Number: Date: File Number: Notes:
Shelter/Safe House	Shelter Name: Contact Name: Phone Number: Notes:
Hospital	Hospital: Admission Date: Doctor: Phone Number: Nurse or Social Worker: Phone Number: Notes:

<p>Mental Health</p>	<p>Name: Phone Number: Appointments: Notes:</p>
<p>Lawyer / Legal Aid</p>	<p>Name: Phone Number: Appointments: Notes:</p>
<p>Family Doctor</p>	<p>Name: Phone Number: Appointments: Notes:</p>
<p>Victim Services</p>	<p>Name: Phone Number: Appointments: Notes:</p>
<p>Religious/Spiritual Care</p>	<p>Name: Phone Number: Appointments: Notes:</p>

Community Supports	
Trusted Family Member	Name: Phone Number:
Friends	Name: Phone Number:
Neighbours	Name: Phone Number:
Support Group	Type: Name: Contact Name: Phone Number: Location: Notes:
Seniors' Group/Club	Name: Contact Name: Phone Number: Location: Notes:
Food Bank	Name: Phone Number: Address: Notes:

Links: Internet resources

Important: For emergency contact numbers and other helpful information about government and community services by region, see above.

**Government of Newfoundland and Labrador
Violence Prevention Initiative and Women's Policy Office**

Violence Prevention Initiative
www.gov.nl.ca/vpi

Women's Policy Office
www.exec.gov.nl.ca/exec/wpo

Violence Prevention Initiative
Violence against Older Persons Campaign
www.gov.nl.ca/VPI/socialmarketing/index.html#violenceagainstolder

Violence Prevention Initiative
Research Report: Identification of Best Practices to Educate and Train Health Professionals in the Recognition, Intervention and Prevention of Violence against Older Persons
www.gov.nl.ca/vpi/publications/vaop_final_report.pdf

Violence Prevention Initiative
Respect Women Campaign
www.respectwomen.ca

**Government of Newfoundland and Labrador
Office for Aging and Seniors (Department of Health and
Community Services)**

Office for Aging and Seniors
Provincial Healthy Aging Policy Framework
www.health.gov.nl.ca/health/publications/ha_policy_framework.pdf

Government of Newfoundland and Labrador - Other Resources

Disability Policy Office

www.hrle.gov.nl.ca/hrle/disabilities/DPO.html

Human Rights Commission

www.justice.gov.nl.ca/hrc

Office of Immigration and Multiculturalism

www.hrle.gov.nl.ca/hrle/department/branches/labourmarket/immigration.html

Eastern Health (Regional Health Authority)

www.easternhealth.ca

Western Health (Regional Health Authority)

www.westernhealth.nl.ca

Central Health (Regional Health Authority).

www.centralhealth.nl.ca

Labrador-Grenfell Health (Regional Health Authority).

www.lghealth.ca

Newfoundland and Labrador Community Resources

AIDS Committee of Newfoundland and Labrador

www.acnl.net

Association for New Canadians

www.ancnl.ca

Canadian Mental Health Association of Newfoundland and Labrador

www.cmhanl.ca

CHANNAL – Consumers Health Awareness Network Newfoundland and Labrador

www.channal.ca

Coalition of Persons with Disabilities

www.codnl.ca

Independent Living Resource Centre

www.ilrc-nl.ca

Newfoundland and Labrador Sexual Assault Crisis and Prevention Centre

www.nlsacpc.com

Newfoundland and Labrador Sexual Health Centre

www.nlsexualhealthcentre.org

Provincial Advisory Council on the Status of Women

www.pacsw.ca

Public Legal Information Association of Newfoundland

www.publiclegalinfo.com

Seniors Resource Centre of Newfoundland and Labrador

Looking Beyond the Hurt: A Service Provider's Guide to Elder Abuse

www.seniorsresource.ca/beyond.htm

Transition House Association of Newfoundland and Labrador

www.thanl.org

Canadian Resources on Violence against Older Persons

Government of Nova Scotia: Nova Scotia Elder Abuse Strategy: Toward Awareness and Prevention

www.gov.ns.ca/seniors

Government of New Brunswick
Adult Victims of Abuse Protocol
www2.gnb.ca/content/dam/gnb/Departments/sdds/pdf/Protection/Adult/AdultProtocol-e.pdf

Ontario Network for the Prevention of Elder Abuse (ONPEA)
Training Tools
www.onpea.org/english/trainingtools/manuals.html
www.onpea.org/english/trainingtools/corecurriculum.html

Prevention of Elder Abuse Working Group (Ontario)
Prevention of Elder Abuse Policy and Program Lens
www.seniors.gov.on.ca/en/elderabuse/docs/ElderAbuse_Engl_web.pdf

Advocacy Centre for the Elderly (Ontario)
www.advocacycentreelderly.org

Alberta Elder Abuse Awareness Network
www.albertaelderabuse.ca/page.cfm?pgID=6

Vancouver Coastal Health
Re-Act: Vulnerable Adult Abuse and Neglect Response Resource
www.vchreact.ca

Violence against Older Persons Living in Residential Care Facilities

Government of Newfoundland and Labrador, Department of Health and Community Services
Provincial Operational Standards for Personal Care Homes
www.health.gov.nl.ca/health/publications/april07_pch_manual.pdf

Government of Newfoundland and Labrador, Department of Health and Community Services
Provincial Operational Standards for Long-Term Care Homes

www.health.gov.nl.ca/health/publications/long_term_care_standard.pdf

Family Violence Prevention Unit, Health Canada
Abuse and Neglect of Older Adults: A Discussion Paper
http://publications.gc.ca/collections/Collection/H88-3-30-2001/pdfs/violence/abuse_e.pdf

Gerontology Research Centre, Simon Fraser University and Douglas College
Respecting Your Rights: A Guide to the Rights of People Living in British Columbia's Long-Term Care Facilities
www.canadianelderlaw.ca/Residents%20Rights%20%20booklet.pdf

Violence against Aboriginal Older Persons

Government of Newfoundland and Labrador, Intergovernmental and Aboriginal Affairs Secretariat
<http://www.exec.gov.nl.ca/exec/igas/>

Newfoundland Aboriginal Women's Network
<http://nawn-nf.com>

Native Women's Association of Canada (NWAC)
Senior Abuse
<http://www.nwac.ca/programs/senior-abuse>

Pauktuutit Women of Canada
Elder Abuse
<http://pauktuutit.ca/abuse-prevention/elder-abuse/>

Vancouver Coastal Health
Re-Act: Vulnerable Adult Abuse and Neglect Response Resource
www.vchreact.ca

Family Violence

Government of Newfoundland and Labrador

Family Violence Protection Act

<http://www.assembly.nl.ca/legislation/sr/statutes/f03-1.htm>

Newfoundland and Labrador, Department of Justice

Family Violence Protection Act Pamphlet

www.justice.gov.nl.ca/just/publications/index.html#g7

Public Legal Information Association of Newfoundland and Labrador

Information for Victims of Family Violence

www.publiclegalinfo.com/publications/violence.pdf

National Clearinghouse on Family Violence, Public Health Agency of Canada

www.phac-aspc.gc.ca/ncfv-cnivf/index-eng.php

Public Health Agency of Canada

Family Violence Initiative

<http://www.phac-aspc.gc.ca/ncfv-cnivf/initiative-eng.php>

Justice Canada

Family Violence Initiative Fund

<http://www.justice.gc.ca/eng/fund-fina/cj-jp/fv-vf.html>

Diversity

Hamilton Health Sciences

Building Cultural Competency in Practice

www.hamiltonhealthsciences.ca/body.cfm?id=1782

Region of Peel

Cultural Diversity: A Handbook for Long-Term Care Staff

www.peelregion.ca/ltc/resources/pdfs/diversity.pdf

U.S. Department of Health and Human Services
Curriculum in Ethnogeriatrics
www.stanford.edu/group/ethnoger/index.html

Alberta Health Services
Diversity and Alberta Health Services
www.calgaryhealthregion.ca/programs/diversity/resources.htm

Caregiver Resources

Seniors Resource Centre of Newfoundland and Labrador
Caregivers out of Isolation website
www.seniorsresource.ca/caregivers

Johnson and Johnson Patients Assistance Foundation Inc.
Strength for Caring: A Place for Caregivers website
<http://www.strengthforcaring.com/manual/index.html>

Area Agency on Aging
For Caregivers website
www.agingcarefl.org/caregiver