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## Appendix 3

# Provincial and Regional Resources

### What's In This Chapter:

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

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## 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 that deals with elder abuse in Newfoundland and Labrador. 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 of Newfoundland and Labrador will strive to keep this appendix updated on their website at: [www.seniorsresource.ca](http://www.seniorsresource.ca)

## 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 trained senior peer advocates. They listen and provide support to abused seniors

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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**

### *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 Caregiver Directory that lists specific community resources available to caregivers. See the Community Resources link at [www.caregiversnl.ca](http://www.caregiversnl.ca))

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

### *Legal Information*

**Public Legal Information Association of Newfoundland** will answer general legal questions. They also offer a lawyer referral service. Seniors will be given the name of three lawyers. They can choose one of these three lawyers and get a 30-minute consultation for \$25.00 (plus tax) that will advise them what can be done and what their future legal fees will be.

☒ **722-2643** (St. John's office. Long-distance charges will apply outside of calling area. However, the Association will return a client's initial phone call if they cannot afford the long distance charges.)

### *Mental Health 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**

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## *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 Seniors Resource Centre is one of five provincial organizations which are partners of the VPI. The VPI also 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, contact:

☞ Mona Wall, Manager  
**729-5730** or email: [monawall@gov.nl.ca](mailto:monawall@gov.nl.ca)

## *Credit Counselling Service*

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** (9 Main Street, Suite 206, St. John's). Out of town telephone counselling services are also provided.

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(The CCS will return a client's initial phone call if they can not afford the long distance charges.)

### ***Provincial Program to Help Victims of Violence***

The Department of Human Resources, Labour and Employment has provisions for a Start-up Allowance to assist victims of violence to move to new accommodations, if necessary. For further information, please contact the nearest Department of Human Resources, Labour and Employment (under the provincial government). A complete listing of district offices may be found at [http://www.hrle.gov.nl.ca/hrle/regions/regional\\_offices.htm](http://www.hrle.gov.nl.ca/hrle/regions/regional_offices.htm)

## **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**

#### ***Emergency Shelters***

- ¥ Iris Kirby House, St. John's. (Note: For women and children only. Also offers advocacy and referral services):  
**753-1492, 24-hour line**
- ¥ Shanawdithit Shelter, St. John's This shelter is run by the St. John's Native Friendship Centre Association and is

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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): **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: **753-7860**
- ¥ 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**

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## *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**
- ¥ Clarenville office: **466-5808**
- ¥ Marystown: **279-3216**

## *Violence Prevention Initiative (VPI)*

**Regional Coordinating Coalition Against Violence – Eastern Avalon:** This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence.

- ¥ Dana English, Coordinator (located in St. John's) **757-0137** or email: [rccav@nf.aibn.com](mailto:rccav@nf.aibn.com)

**Eastern Region 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.

- ¥ Laurie Smith, Coordinator (located in Clarenville) **466-4676** or email: [lauriesmith@gov.nl.ca](mailto:lauriesmith@gov.nl.ca)

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## Central Health Region

### *Emergency Shelter for Women*

Cara House, Gander: **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**

¥ Grand Falls-Windsor office: **292-4544 or 292-4548**

### *Violence Prevention Initiative (VPI)*

**Committee Against Violence Inc.:** This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence.

¥ Lorraine Hearn, Coordinator (in Grand Falls-Windsor)  
**489-8828** or email: [cav@fld.net](mailto:cav@fld.net)

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## Western Health Region

### *Emergency Shelter for Women*

Corner Brook Transition House: **634-4198** or toll-free:  
**1-866-634-4198**

### *Housing*

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

¥ Corner Brook of fice: **639-5215**

¥ Stephenville of fice: **643-6826**

### *Legal Aid*

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

¥ Corner Brook of fice: **639-9226**

¥ Stephenville of fice: **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**

¥ Corner Brook: **637-2614**

¥ Port Saunders: **861-2147**

### *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.

¥ Kathleen Jason, Coordinator (located in Corner Brook)

**634-4199** or email: [wrccev@transitionhouse.ca](mailto:wrccev@transitionhouse.ca)

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## Labrador-Grenfell Region

### *Emergency Shelter for Women*

- ¥ Corner Brook Transition House: **634-4198** or toll-free **1-866-634-4198** (nearest shelter for those on the Northern Peninsula of the island)
- ¥ Hopedale Safe House, Hopedale: **933-3777**
- ¥ Hope Haven, Labrador City: **944-7124** or toll-free: **1-828-332-0000**
- ¥ Libra House, Happy Valley/Goose Bay: **896-8251** or toll-free: **1-877-896-3014**
- ¥ Nain Safe House, Nain: **922-1230**
- ¥ Nukum Munik Shelter, Sheshatshiu: **497-8869**

### *Housing*

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

- ¥ Corner Brook office: **639-5215** (nearest office for those on the Northern Peninsula of the island)
- ¥ Happy Valley-Goose Bay office: **896-1924**

### *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**

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## *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** (also serves the Northern Peninsula of the island)
- ¥ Happy Valley/Goose Bay: **896-0446 or 896-3251**
- ¥ Nain: **922-2360**

## *Violence Prevention Initiative (VPI)*

**Grenfell Regional Anti-Violence Team:** This is a Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence.

- ¥ Darlene Rice, Coordinator (located in St. Anthony)  
**454-3351** or  
email: [gravt@nf.aibn.com](mailto:gravt@nf.aibn.com)

**Labradorians for Peaceful Communities:** This is the Regional Coordinating Committee of the provincial VPI and can provide information about local resources and programs for victims of violence.

- ¥ Sherry Rowsell, Coordinator (located in Happy Valley-Goose Bay) **896-8080** or  
email: [lfpc@nf.aibn.com](mailto:lfpc@nf.aibn.com)

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