

# **Support Services for Women and Children in Thunder Bay**



**January, 2005**

We would like to thank the Women’s Services Committee of the Domestic Violence Court Advisory Committee for compiling the information for this handbook. We would also like to gratefully acknowledge the support and contributions of the Lakehead Social Planning Council for the information contained within their Directory of Community Services. We also look forward to the new 211 telephone exchange which we hope will also provide valuable information to those women and children in need within our community.

Other resources you may wish to check for more information are:

**[www.shelternet.ca](http://www.shelternet.ca)**  
**[www.committeetoendwomanabuse.ca](http://www.committeetoendwomanabuse.ca)**

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## **Introduction**

There are many resources in the community of Thunder Bay that provide support, counselling, crisis housing, legal services, victim services and programs for women and children. Many of these programs also provide services to men. It is hoped that the information contained herein will provide a resource base so that victims of crime are able to access these community resources quickly and easily and receive the assistance needed.

We would like to thank the Women's Services Committee, an Ad hoc committee of the Domestic Violence Court Advisory Committee. We also thank the Catholic Family Development Centre for compiling and distributing this resource manual on behalf of the Women's Services committee.

**If there are any errors or omissions noted in this booklet, please call the Catholic Family Development Centre at 345-7323.**

## **ANISHINABEK POLICE SERVICE**

**Business:** (807) 625-0232 (Monday through Friday 0800 to 1600)  
**Toll-Free:** 1-888-310-1122 (24 hours)  
**Fax:** (807) 625-0332  
**Address:** Fort William Detachment  
109 Mission Road, Thunder Bay, ON P7J 1K9

The mission of the Anishinabek Police Services is to provide a community based peacekeeping service in the spirit of partnership with all nations, honouring each one's uniqueness and the Creator's gifts with dignity and respect.

## **ANISHNAWBE MUSHKIKI**

**Business:** (807) 343-4843, for clinical appointments  
**Tel:** (807) 343-4819  
**Address:** Thunder Bay Aboriginal Community Health Centre  
29 Royston Court  
Thunder Bay, ON  
P7A 4Y7  
**Website:** [www.anishnawbe-mushkiki.org](http://www.anishnawbe-mushkiki.org)

### **Mental Health** with an Holistic Context

- Individual and Group Counselling
- Suicide Intervention/Prevention
- Aftercare and Follow Up
- Case Management
- Referral Services

We also offer workshops on Mental Health issues:

- On Tuesday afternoons: 2:00 - 4:00 pm; topics such as, Depression, Post Traumatic Stress Disorder, Panic Attacks, Suicide Intervention and Prevention, Addictions, and more are discussed.
- On Wednesday Afternoons: 2:00 - 4:00 pm issues on Anger Management and Anger Mis-Management, Grief & Abandonment, Loss & Grief are addressed with culturally based concepts and medicine wheel teachings.
- Every second Wednesday evening: 6:00 - 9:00 pm. Women's Healing Circles are also available.

**For more information on programming contact David Beaulieu or Michelle Donio-King (Mental Health Workers). To register for any of these programs, call 343-4843. If you would like a monthly calendar of program events, call 343-4843 or e-mail [mail@anishnawbe-mushkiki.org](mailto:mail@anishnawbe-mushkiki.org) to be placed on our mailing list.**

## **ASSAULTED WOMEN'S HELPLINE**

**Toll-Free:** 1-866-863-0511

24 hour crisis line for women in Ontario

They also speak with friends and family members of abused women, service providers and other professionals in contact with abused women. The service is anonymous and confidential. You don't have to give your name.

Available in 154 languages.

The toll free number won't show up on your phone bill and they do not have call display.

## **BEENDIGEN INC. CRISIS HOME**

**Business:** (807) 623-9579

**Crisis:** (807) 622-5101

**Fax:** (807) 622-2240

**Contact:** Executive Director

**Website:** [www.beendigen.com](http://www.beendigen.com)

**Office Hours:** 9:00 am – 5:00 pm

**Shelter Hours:** Open 24 hours a day

Non-profit, charitable organization established in the 1978

Funded by the Ministry of Community and Social Services

### **Services:**

- Provides a refuge for the Native women in crisis and aims to prevent the separation of children from their mother due to lack of housing during the crisis period.
- Provides short-term emergency food and shelter to Native women in crisis.
- Provides a homelike atmosphere where women can receive the support and counselling necessary to assess their situations and make decisions for the future.
- Assist women to become oriented to the urban environment and the city resources.
- Able to provide women with follow-up assistance once they leave shelter through the Outreach program and through Wakaigan second stage housing program.

**Fees:** None

**Eligibility:** Native women and their children in crisis

**Languages of Services:** English, Oji-Cree and Ojibway

**Area Served:** Not restricted to specific area

## **CATHOLIC FAMILY DEVELOPMENT CENTRE**

**Business:** (807) 345-7323  
**Fax:** (807) 345-5141  
**Address:** 380 Dufferin Street, Thunder Bay, ON, P7B 1N6  
**Email:** cfdc@catholicfamilycentre.ca  
**Website:** www.my.tbaytel.net/cfdc/  
**Contact:** Reception  
**Office Hours:** 9:00 am to 5:00 pm weekdays

Non- Profit Agency established in 1979, by the Roman Catholic Diocese of Thunder Bay, Funded by Thunder Bay parishes, the United Way, the Ministry of Community and Social Services and the Ministry of Correctional Services.

Partially Wheelchair Accessible

### **Services:**

- Programs/groups accessed through the centre include; **Child Witness Group**, for mothers and children who have witnessed violence in their homes; **RISK Group**, a program to help women build their own strengths and supports; as well as **First Step**, which provides education and support for abusive men as well as outreach to their partners
- The Centre also provides referrals for drug and alcohol assessment/counselling, credit counselling, psychiatric assessment and links to life skills courses, such as anger management, self-esteem and assertiveness.
- As well, Catholic Family Development Centre provides general counselling to individuals, couples and families.

**Fees:** Fees are charged on the sliding scale according to household income.

**Eligibility:** Anyone seeking counselling or wishing to participate in programs/groups.

**Access to the Services:** Self-referral or professional or agency referral.

**Languages of Services:** English

**Area Served:** Thunder Bay and surrounding area

**CENTRE DES FEMMES FRANCOPHONES DU NORD-OUEST DE L'ONTARIO  
(CFFNOO)**

**Crisis:** 1-877-336-2433

**Business:** (807) 684-1955

**Fax:** (807) 346-1220

**Mail:** P.O. Box 21058, Thunder Bay, ON P7A 8A7

**Contact:** Executive Director

**Office Hours:** Monday, Tuesday, Wednesday and Thursday from 8.30 am to 4.30 pm

**Crisis:** 24 hours a day (1-877-FEM-AIDE)

**Website:** www.cffnoo.com

**Services:** Offers women a range of assistance services:

- Toll free support, listening and crisis line, for Francophone women, available 7 days a week, 24 hours a day
- Referral, support and accompaniment services
- Volunteer training
- Workshops and seminars for violence and sexual assault prevention
- Violence prevention programs in school settings
- Resource centre

**Fees:** Free of charge

**Eligibility:** All francophone women of Northern Ontario and any agency servicing this group

**Access to Services:** Self referral and referral by other agencies. In an emergency or crisis situation, an interpreter will be available immediately.

**Languages of Services:** French and English (when available)

**Area Served:** Thunder Bay, Marathon and surrounding area, Geraldton and surrounding area.

## **CITIZENSHIP AND IMMIGRATION CANADA**

**Toll free:** 1 888 242-2100

**Website:** [www.cic.gc.ca](http://www.cic.gc.ca)

**Services:** Advising of immigration status and the rights of immigrants. Providing information on sponsorship responsibilities.

## **CRIMINAL INJURIES COMPENSATION BOARD**

**Business:** (416) 326-2900

**Address:** Criminal Injuries Compensation  
439 University Avenue, 4<sup>th</sup> Floor  
Toronto, ON M5G1Y8

**Toll Free:** 1 (800) 372-7463

**Fax:** (416) 326-2883

**Service:** The Criminal Injuries Compensation Board decides if you should or should not be compensated and if appropriate, how much you will be awarded. You must apply as soon as possible; a claim for compensation must be received within two years of the crime.

You may be compensated for:

- An injury or death caused by a crime of violence, such as assault, murder, sexual assault, and child abuse.
- An injury or death while trying to stop or legally arrest someone who was committing or about to commit a crime against another person or their property.
- Psychological injuries related to the crime of violence.

### **Eligibility:**

- An innocent victim of a crime of violence
- Someone, such as a parent, looking after victim
- A dependant, if a victim dies
- In certain situations, someone who pays expenses on behalf of a victim



## **FAMILY LAW INFORMATION CENTRES (FLIC)**

**Business/Crisis:** (807) 625-1600

**Address:** 1805 East Arthur Street

**Services:** FLIC is an area in the court house where you can get free information and help about issues related to separation and divorce and other family law matters

You can get information about:

- Family court process
- Court forms
- How to get a lawyer
- Alternatives to court
- Effects of separation and divorce on children
- Community services

FLIC staff can:

- Help you understand the court process
- Provide you with court forms
- Explain how to get your own lawyer
- Answer your general questions
- Refer you to services and resources in your community
- Explain how other government agencies can help you

An Advice Lawyer from Legal Aid Ontario is available at the FLIC at certain times, who can:

- Give you general legal information on family law matters free of charge and in certain circumstances, may be able to give you legal advice specific to your case

## **FAMILY SERVICES THUNDER BAY**

**Business:** (807) 684-1880  
**Address:** 544 Winnipeg Avenue  
Thunder Bay, On P7B 3S7  
**Email:** support@fstb.net  
**Web:** www.fstb.net  
**Contact:** Intake Worker

**Office Hours:** 8:30 am to 4:30pm Mondays and Fridays  
Tuesday to Thursday, 8:30 a.m. to 8:00 p.m.

Charitable organization established in 1967 with funding from the Ministry of Community and Social Services, the United Way, Ministry of Health and Long-term Care and community donations.

### **Wheelchair Accessible**

**Services:** Provides assistance to the individuals, couples, children and families through counselling, education, support and advocacy.

- Individual, couple and family counselling
- Group sessions available for adults and/ or their children
- Counselling for Children who witness abuse in their home
- Alcohol and other drugs assessment and referral
- Credit counselling
- Critical Incident Debriefing
- Mediation
- Counselling for victims of woman abuse
- Counselling for survivors of sexual assault/abuse
- Counselling for children who witness violence

### **Services Specific to Violence Against Women**

**Relationship Violence Group**  
**Caring Dads Program**  
**Child Witness Groups**

**Fees:** N/A

**Eligibility:** Individuals, couples, families

**Access to Services:** self-referral

**Languages of Services:** English with interpreter services available.

**Area Served:** Thunder Bay and surrounding area

## **FAYE PETERSON TRANSITION HOUSE**

**Business/Crisis:** (807) 345-0450

**Toll Free:** 1-800-465-6971

**Mail:** P.O. Box 10172, Thunder Bay, ON P7B 6T7

**Contact:** Counselling Director

**Hours:** 24 hours a days, 7 days a week

**Website:** [www.fayepeterson.org](http://www.fayepeterson.org)

### **Wheelchair Accessible**

**Services:** Provides support services and emergency shelter for women and their children escaping violence.

- Confidential counselling for women and children
- Information and referral to the community services
- Advocacy
- Temporary residence for up to a 6 week period
- 24 hour staff, 7 days a week
- Follow-up/outreach service where it is possible
- Transitional Support Services for women choosing not to come into shelter
- Public education – speaker available upon request
- Support groups

**Fees:** None

**Eligibility:** Women from Thunder Bay and region, over 16 years of age, and their children who are leaving abusive situations. (Male children may accompany their mothers into the shelter)

**Access to Services:** Self referral or agency referral

**Languages of Services:** English, with interpreter services as required

**Area Served:** City of Thunder Bay and region.

## **NISHNAWBE-ASKI POLICE SERVICES**

**Business:** (807) 623-2161  
**Toll-Free:** 1-800-654-NAPS  
**Fax:** (807) 623-2252  
**Address:** 710 Victoria Ave E., Suite 202, Thunder Bay, ON P7C 5P7  
**Website:** [www.naps-net.org](http://www.naps-net.org)

The mission of the Nishnawbe-Aski police Services is to provide a unique, effective, efficient and culturally appropriate service to all the people of the Nishnawbe-Aski area that will promote harmonious and healthy communities.

Representative of the communities served

Employ a community-oriented style of police service

Protect persons and property through crime prevention, community education and appropriate law enforcement.

## **NORTHERN ONTARIO WOMEN'S DECADE COUNCIL**

**Business:** (807) 683-5662  
**Mail:** c/o RR #16, Mitchell Rd., Thunder Bay, ON P7B 6B3  
**Contact:** Coordinator

The Northern Ontario Women's Decade Council works to improve the status of women in Northwestern Ontario through the elimination of economic, social, and political barriers. It advocates, mobilizes and coordinates action on issues on a local, provincial and national level. The council serves to exchange information and resources. It is working to develop a body of knowledge that incorporates a Northwestern Ontario women's perspective. Present work priorities of Decade Council include Women and Economic Development; and Women Against Violence.

## **NorWest Community Health Centres - Prenatal, Postnatal and Parenting Programs**

“Healthy Moms Healthy Babies” is a Tuesday afternoon drop in program for pregnant and moms whose children are less than six months old. Child Care is provided. “Shake Rattle and Roll” is a Monday afternoon drop in program for women whose children are 6 months to 3 years of age. We also offer parenting programs, nutrition programs for infants, children and youths, to introduce them to good nutrition.

We have donated clothing for you free of charge. We can help you get a Health Card and other type of identification. Programs are free and confidential.

### **Contact information and hours of operation**

NorWest Community Health Centres

525 Simpson Street, Thunder Bay

ON P7C 3J6

Tel: (807) 622-8235

Fax: (807) 622-3548

Hours of Operation

Monday and Friday 8:30 am – 4:30 pm

Tuesday, Wednesday and Thursday evenings until 8:00 pm

## **NorWest Community Health Centres - Clinical Services**

The health care team at the NorWest Community Health Centres in Ogden includes family physicians, nurses, a dietitian, nurse practitioners, a counsellor, visiting midwives and a chiropodist. Our family physicians and nurse practitioners provide medical care and regular check ups for clients.

During urgent care clinics, patients are seen by a nurse practitioner for issues such as cuts, coughs and colds, fever, earaches, infections, pregnancy tests, sexual health and birth control.

### **Contact information and hours of operation**

NorWest Community Health Centres

525 Simpson Street, Thunder Bay

ON P7C 3J6

Tel: (807) 622-8235

Fax: (807) 622-3548

Hours of Operation

Monday and Friday 8:30 am – 4:30 pm

Tuesday, Wednesday and Thursday evenings until 8:00 pm

## **NORTHWESTERN ONTARIO WOMEN'S CENTRE**

**Business:** (807) 345-7802  
**Address:** 184 Camelot St. Thunder Bay On, P7A 4A9  
**Contact:** Gwen O'Reilly, Coordinator  
**Website:** [www.air.on.ca/users/nwcentre](http://www.air.on.ca/users/nwcentre)

**Eligibility:** All women. Printed information available to general public.

An incorporated non-profit organization operated by and for women. The centre is a meeting place that provides a strong feminist voice for women in Northwestern Ontario offering information and referrals, a drop in centre, a comprehensive resource library including books, reports, files, periodicals, audio and video tapes and archives. Searchable database for the resource library is on the web site. We take issues of concern to women and bring them to government and other decision makers and provide support and advocacy to individual women. We organize educational, recreational and celebratory community events for and about women. Offers ongoing information, advocacy and support to women with legal, administrative and human rights concerns, especially child custody, access and child support issues. We advocate for all communities of women.

## **ONTARIO COURT OF JUSTICE**

### **a) Criminal Court**

**Phone:** (807) 625-1610  
**Fax:** (807) 625-0062  
**Address:** 1805 Arthur St. E, 2<sup>nd</sup> Floor, Thunder Bay, ON P7E 5N7  
**Contact:** Marion Walsh, Supervisor of Operations

Location of Criminal Court – for criminal and other federal offences.

### **b) Family Court** – 1805 Arthur St. E.

**Phone:** (807) 625-1600  
**Fax:** (807) 625-1602

- Adjudicated matters brought under the Family Law Act, the Child Welfare Act, the Education Act, the Reciprocal Enforcement of Maintenance Orders Act and the Young Offenders Act.
- Cases of support obligations between spouses and alimony payments, cases of child abuse and neglect, children in need of protection and young offenders are adjudicated in this court.

## **ONTARIO PROVINCIAL POLICE**

**Emergency:** 911 (\*OPP on cell phone)

**Toll-Free:** 1-888-310-1122 (24 hours)

**Crime Stoppers:** 1-800-222-TIPS (8477)

**Address:** 2787 Highway 11/17, Thunder Bay, ON P7C 4V1

Responsible for prevention of crime, investigation of criminal activities, and enforcement of law and order.

## **PAROLE**

**Business:** (807) 683-4490

**Fax:** (807) 345-4557

**Address:** Suite 100 – 244 Lincoln St. Thunder Bay, ON P7B 5L2

**Website:** [www.csc-scc.gc.ca](http://www.csc-scc.gc.ca)

Only deals with those offenders sentenced for two years or more.

Provides supervision to all inmates released from Federal institutions on parole or statutory release. Refers these offenders to various agencies for treatment and/or counselling.

## **PREGNANCY AND HEALTH COMMUNITY OUTREACH PROJECT**

**Business:** (807) 577-1532  
**Site Location:** 574 Memorial Avenue  
**Mail Address:** 544 Winnipeg Avenue Thunder Bay, On P7B 3S7  
**Email:** pghealth@tbaytel.net  
**Web:** www.pghealth.com  
**Contact:** Karen O’Gorman

**Site Hours:** 10:00 a.m – 4:30 p/m Tuesday to Thursday

Funded by Early Years Initiatives for Early Childhood Development Initiative-Addictions Programs, Ontario Ministry of Health and Long-Term Care.

### **Wheelchair Accessibility**

**Services:** Provides assistance to women who are pregnant or parenting young children (0-6) and struggling with alcohol or drug issues.

All services focus on issues related to alcohol and drug use.

Individual and group support:

- Alcohol and Drug Prenatal Series
- Moms and New Babies
- Parenting and Substance use

Childcare provided on site when women are in groups.

Other Supports:

- Drop In
- Kitchen Table Lunch
- Milk distribution and personal care packages
- Health Nurse
- Women for Sobriety meetings

**Fees:** N/A

**Eligibility:** women who are pregnant or parenting young children (0-6 years) and struggling with alcohol or drug issues

**Access to Service:** self-referral

**Languages of Services:** English

**Area Served:** Thunder Bay



## **PROBATION/PAROLE OFFICE**

**Business:** (807) 343-7521  
**Fax:** (807)343-7528  
**Address:** 402 – 189 Red River Road, Thunder Bay, ON P7B 1A2

Prepares pre-sentence reports for courts.  
Supervises Conditional Sentence Orders, Probation Orders, Parole, Pre-parole Reports for Parole Board for adult offenders  
Monitors Community Service Order Programs  
Operates chemical educational program  
Offers extensive as well as general Anger Management program and monitors Partner Abuse program for offenders  
Also offers “Changes is Choice” Program “Sex Offender Relapse Prevention” program for adult offenders

## **PROBATION SERVICES, YOUNG OFFENDERS**

**Business:** (807) 473-3130  
**Toll-Free:** 1-800-465-5561  
**Fax:** (807) 475-1475  
**Mail Address:** 435 James Street South, Thunder Bay, ON P7E 6S7

Deals with Young Offenders (aged 12-17 years)  
Responsible for Probation Services for Young Offenders in the Districts of Thunder Bay and Kenora/Rainy River

## **SUPERIOR COURT OF JUSTICE**

**Business:** (807) 343-2700  
**Fax:** (807) 343-2704  
**Address:** Court House, 277 Camelot St. Thunder Bay, ON P7A 4B3  
**Contact:** Robert Gordon, Manager of Court Operations  
**Website:** [www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

Deals with:

- trials by jury and non-jury
- divorces
- Surrogate Court
- estates and wills
- Sheriff’s Office, for jury, etc.

Small claims court is also located here, dealing with claims up to \$10,000.00

**Thunder Bay and Area Victim Services**  
**Victim Crisis Assistance and Referral Service**

**Business:** (807) 684-1051  
**Fax:** (807) 625-6502  
**Website:** www.tbayvictimservices.com  
**Office Hours:** 8:30 am – 4:30 pm weekdays

Non-profit, charitable organization established in 2002  
Funded by the Ministry of the Attorney General, Victim Services Secretariat

**Services:** 24/7 service for victims of crime and tragedy requested by police / fire services with victim consent.

- Provides a team of two screened, trained volunteers to meet in person
- Provides immediate emotional support and practical assistance
- Provides information about appropriate community services/referrals for longer term follow up
- Responds to victim requests for telephone support or community referral information during regular business hours.

**Fees:** None

**Eligibility:** Any victim of crime or tragedy

**Languages of Services:** Vary depending on volunteer pool; access to interpreter service

**Area Served:** Thunder Bay and Immediate Rural Area

**THUNDER BAY DISTRICT HEALTH UNIT**

**Phone:** (807) 625-5900  
**Address:** 999 Balmoral Street P7B 6E7  
**Website:** www.tbdhu.com

**Nurse Practitioner**

Vivienne Johnston

**Phone:** (807) 625-8844

Provides primary care for patients, from STD testing to blood work, infections and skin rashes, as well as pre- and post-natal care. Specializes in women's health, particularly menopausal women.

Well Baby clinics take place on Wednesday afternoons, providing primary immunizations for just borns through until 18 months.

## **Healthy Babies Healthy Children**

**Phone:** (807) 625-8814

A free program in Ontario for pregnant moms and families with young children up to the age of six. They can provide parents with information and support, answering any questions and connecting families with community programs.

The goals of Healthy Babies Healthy Children is to help build healthier families by:

- Encouraging children's best growth
- Increasing parents confidence
- Helping connect parents to services in their own community

## **THUNDER BAY DISTRICT HOUSING CORPORATION**

**Office:** (807) 344-8485

**Toll Free:** 1-800-465-6848

**Address:** 3<sup>rd</sup> Floor, 34 N. Cumberland St. P7B 8B9 (Hydro Building)

**Services:** Offers coordinated access for subsidized housing in Thunder Bay and District to families, single persons and seniors. There are income targets which are dealt with, and once an application has been submitted, you will be contacted about whether or not you meet the targets. If not, they will refer to other services that may be of help. Those that are currently on Ontario Works qualify automatically. The wait list is chronological by when the application was processed.

However, if abuse in the home can be verified with documentation such as a police report or a social workers letter, then the case takes on a different status and will be put on a priority list.

## **THUNDER BAY INDIAN FRIENDSHIP CENTRE**

**OFFICE PHONE:** (807) 345-5840

**FAX NUMBER:** (807) 344-8945

**ADDRESS:** 401 Cumberland St. N.  
Thunder Bay, ON  
P7A 4P7.

**Website:** [www.tbifc.com](http://www.tbifc.com)

**Office hours:** 9:00 am to 5:00 pm with evening programming.

**Eligibility:** All persons of native ancestry. The agency provides a wide variety of support services to Native people residing in, migrating to, or traveling through the City of Thunder Bay with emphasis on preserving and enhancing Native culture.

### **Programs:**

Native Criminal Court Worker Program – adults in conflict with the law

Native Family Court Worker Program – youth, Child Welfare and Family law matters

Aboriginal Family Support Program – programming for families with children 0 to 6

Community Support Worker – support, education and prevention workshops re: FASD

Drug and Alcohol Worker Program – assessment & aftercare

Anishnawbe Skills Development Program – literacy

OFIFC-Great Initiatives – employment & training

Aboriginal Youth Empowerment Program – youth & recreational programming

Lifelong Care Support Program – support services elderly, chronically ill & disabled

Aboriginal Healing & Wellness Program – family violence counselling & programming

Community Council Program - alternative justice

## **THUNDER BAY MULTICULTURAL ASSOCIATION**

**Interpreters: TEL:** (807) 345-0551 **FAX:** (807) 345-0173

**Business: TEL:** (807) 344-5504 **FAX:** (807) 346- 4040

**Address:** 17 N. Court Street, Thunder Bay, ON, P7A 4T4

**Contact:** Coordinator

**Office Hours:** 9:00 am to 4:30 pm, weekdays

24 Hour after 4:30 and on weekends – Nurses’ registry

**Website:** www.tbma.ca

Non-Profit Organization established in 1972, funded by Canadian Heritage, Ontario Women’s Directorate and CIC, Ministry of Citizenship

**Wheelchair Accessible**

**Parking for the Disabled**

**Services:** 54-language interpretation/translation service 24 hour. Organizes educational workshops for immigrant women on such issues as: employment equity, health, community resources, family violence stress, and sexual assault. Goals and Objective include:

- Providing information to immigrant and visible minority women
- Promoting the economical and social development of immigrant and visible minority women
- Educating the public about issues immigrant and visible minority women

**Eligibility:** All newcomers, immigrant and refugee.

**Access to Services:** Self referral or referral from friends or professionals

**Languages of Services:** English with interpretation services as required

**Area Services:** Thunder Bay

## **THUNDER BAY POLICE SERVICES**

**Emergency:** 911

**General Inquiries:** 684-1200 (also after hours and non-emergency reporting)

**Criminal Investigations:** 684-1214

**Court Office:** 684-1300

**Thunder Bay Victim Assistance Unit** 684-1290

**Address:** 1200 Balmoral St., Thunder Bay, ON P7B 5Z5

**Website:** www.tbaytel.net/tbps

Responsible for prevention of crime, investigation of criminal activities, and enforcement of law and order.

## **THUNDER BAY SEXUAL ASSAULT / SEXUAL ABUSE COUNSELLING AND CRISIS CENTRE**

**Crisis:** Telephone and/ or mobile response  
24 hours a day 344- 4502.

**Business:** (807) 345-0894

**Fax:** (807) 344-1981

**Address:** 385 Mooney Street, Thunder Bay ON P7B 5L5

**Contact:** Executive Director

**Office Hours:** 9.00 am to 4.30 pm, weekdays

**Crisis Services:** Available 24 hours a day

Non Profit organization established in 1975. Funded by Ministry of Health, Ministry of the Solicitor General and Correctional Services and Ministry of Community and Social Services.

**Wheelchair Accessible**

**Parking for the Disabled**

Program services are provided to victims/ survivors of

- Violence: emotional physical, sexual abuse, partner abuse, sibling abuse, elder abuse, teen abuse, adult abuse as children.
- Sexual Assault (Rape) past and present.
- Sexual Abuse, adult survivors of sexual assault and abuse by a family member or a non- family member.
- Sexual Harassment

### **Services:**

- Intervention: 24 hours crisis line providing telephone intervention or mobile response when necessary
- Counselling: individual counselling on a short or long term basis
- Group counselling for adult survivors or sexual abuse; relationship violence partners of sexual abuse survivors or as mandates by need.
- Advocacy: provide information on legal, medical, police, or court procedure, provide court, police or medical accompaniment as request.
- Education: the agency will provide, upon request and with reasonable notice (one month) to local and regional organizations and groups speakers on issues of violence, sexual assault (rape) and sexual abuse; request for workshop or in-service training on these issues requires more advance notice.

**Fee:** None

**Eligibility:** 14 years of age and over.

**Access to Services:** Self referral or agency referral

**Languages of Service:** English; interpretation services as required

**Area Served:** City of Thunder Bay and region

## **VICTIM SUPPORT LINE**

**Toll Free:** 1-888-579-2888  
**Website:** [www.gov.on.ca/vicline](http://www.gov.on.ca/vicline)  
**Contact:** Ask to speak to counsellor who can tell you about the services in your home community, such as sexual assault services, counselling programs, shelters etc  
**Services:** Designed to provide anyone who has been affected by crime with general information about the criminal justice system, as well as information about supports and services, and with information about specific adult offenders in the provincial correctional system. (That is, those on probation, or conditional sentence, or serving less than two years custody.)  
**Area served:** Ontario  
**Fee:** none

## **VICTIM WITNESS ASSISTANCE PROGRAM**

**Business:** (807) 625-1627 (collect calls accepted)  
**Fax:** (807) 622-1826  
**Address:** 1805 Arthur St. East, Thunder Bay (corner of Brunswick St. & E. Arthur St.)  
**Mailing address:** 1805 Arthur St. East, Thunder Bay, ON, P7E 2R6  
**Website:** [www.attorneygeneral.jus.gov.on.ca/english/about/vw/vwap.asp](http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/vwap.asp)  
**Office Hours:** Monday-Friday, 9:00 a.m. - 5:00 p.m., excluding statutory holidays  
**Contact:** Any staff member

### **Wheelchair accessible.**

The Victim/ Witness Assistance Program (V/WAP) is funded by the Ministry of the Attorney General. The mandate of V/WAP is to provide information, assistance and support to victims and witnesses of crime throughout the criminal justice process in order to increase their understanding of, and participation in, the criminal justice process. V/WAP does not discuss evidence with clients nor does it provide counselling services.

### **Eligibility:**

Prioritises service to male or female victims/witnesses of sexual assault, child abuse, partner assault, elder abuse and families of homicide or fatality victims.

**Services:**

The Program's trained staff can provide a variety of services depending on the need of the victim and the type of case in which the victim is involved. V/WAP services may include:

- Support to victim/witness of crime who is involved in criminal court.
- General information on the justice system, explain expectations and roles of the people involved in the court system.
- Specific information on the case with which the victim is involved .
- Court preparation, including courtroom orientation, court tour, tips on testifying.
- Discuss safety issues, refer to community agencies for comprehensive safety plans.
- Refer to community agencies or other organizations for counselling, legal and medical assistance.
- Arrange meeting with the Crown Attorney (where applicable), enable victims to put issues of concern to the Crown Attorney.
- Provide accompaniment to court, resources permitting and if required.
- Explain and assist with Victim Impact Statements and Criminal Injuries Compensation Board applications.
- Discuss the role of the victim as a witness and the victim's rights and obligations.
- Present to community groups, agencies, or other organizations.

**Fees:**

None

**Access to Service:**

Referrals to V/WAP may be made by police, Crown Attorney, community agencies or through self-referral.

**Language of Service:**

English or French; interpreters available for other languages

**Area Served:**

Primarily Thunder Bay



## **C. Pregnancy and Health**

Our Kids Count

Tel: 623-0292 (main office)

Pre/postnatal Programs, community kitchens

Milk and food vouchers for program participants only.

NorWest Community Health Centres - Ogden Site

525 Simpson St.

Tel: 622-8235

Pre/postnatal services, community kitchens,

food supplements, and childcare.

For people in Ogden East End.

Beendigen Inc.

Tel: 623-9579

Pre/postnatal programs for aboriginal mothers,

including community kitchens, food packages, and milk coupons.

For program participants only.

Salvation Army Single Parent Program

283 Pearl St.

Tel: 345-9707

Pre/postnatal programs including community kitchens,

and milk coupons. For program participants only.

St. Patrick's High School Maternity Program

Tel: 623-5218

Program for teenage mothers to finish their education,  
and learn about parenting.

## **D. Emergency Food Programs in Thunder Bay**

### **South Ward locations**

Thunder Bay Food Bank

129 Miles St. E.

Tel: 626-9231

Supplies food to those in need.

Limit once a month, must bring ID  
with current address.

Open Tuesday and Friday 9:00 am - 11:00 am,  
(except the first Tuesday and Friday of every month).

Lakehead Coalition Food Bank (TCAP)

394 Waverly St. at St. Paul's united Church.

Tel: 623-2712

Open every 2<sup>nd</sup> Thursday, 1: 00 pm - 3:00 pm.

Provides food for anyone and may be able to help  
with special needs requests e.g. Diabetes, pregnancy,  
lactation, etc. Personal ID is not required.

Thunder Bay Christian Community Centre

132 Dease St.

Tel: 623-8184

Produce available every Tuesday at 1:30 pm.

Rural Cupboard Food Bank

Highway 11/17 Kakebeka Falls at Redeemer Lutheran Church.

Tel: 935-2202

Open every third Wednesday, 10:00 am - 1:00 pm, also open for emergencies.

For anyone outside the city limits, a personal ID must be presented.

“People that Love” crisis centre

920 Sprague St. at Thunder Bay Free Methodist Church.

Tel: 623-3828 or 622-7686

Food available on an emergency basis on Wednesday and Friday between  
9:00 am - 11:00 am. Closed during the months of July and August, and other holidays.

St. Vincent De Paul Society, South Ward Branch

1019 Brown St. St Agnes Church

Tel: 577-3464

Food hampers for families only living in the south ward.

Limit once every 3 months. Must show ID.

Call before 3:30 pm to arrange an appointment.

St. Thomas Anglican Church Food Cupboard  
1400 S. Edward St. Phone before coming.  
Tel: 623-3608  
For people in the Westfort area only. Limit once a month.  
Open Friday 10:30 am - 11:30 am. Closed July and August.

Confederation College Food bank  
Call for an appointment.  
Tel: 475-6110 or 475-6129  
Open to the members of the college community only.  
Open for emergencies. No limit - depends on needs and availability.

### **North Ward Locations**

St. Vincent De Paul Society, North Ward Branch  
664 Red River Road. Corpus Christi Church.  
Tel: 344-4898  
Food hampers for families living in the north ward.  
Limit 4 times a year. Phone for delivery (Mondays and Thursdays).

Current River Churches' Food Cupboard  
494 Leslie Ave. at St. Stephen's Anglican Church.  
Tel: 683-6051  
For people living in Current River.  
Open Tuesdays 10:00 am - 12:00 pm.  
Can be accessed every two weeks.  
Must show ID.

Lakehead University Food Bank  
Tel: 343-8850  
For university students only. Limit once a month.  
Open also during summer Monday - Friday 8:30 am - 4:30 pm.  
If no one is available at the food bank, go to student union office.

AIDS Thunder Bay Mother's Cupboard  
Tel: 345-1516  
Emergency food strictly for AIDS Thunder Bay clients.  
Contact AIDS Thunder bay for details.

## **Daily Meals**

Dew Drop Inn  
292 Red River Road  
Tel: 345-0481  
Provides daily meals, 2:30 - 4:00 pm.

Shelter House  
80 Simpson St.  
Tel: 623-8182  
Daily meals from 2:00 pm - 3:00 pm  
No food hampers. Bagged lunches available.

The Salvation Army Soup Van  
Tel: 345-7319  
Service available year round.  
2 locations: North Ward: Lutheran Community Care Centre parking lot  
(Bay St.) 7:00 pm - 7:30 pm. South Ward: Patterson Park  
(May and Miles Streets) 8:00 pm - 8:30 pm.