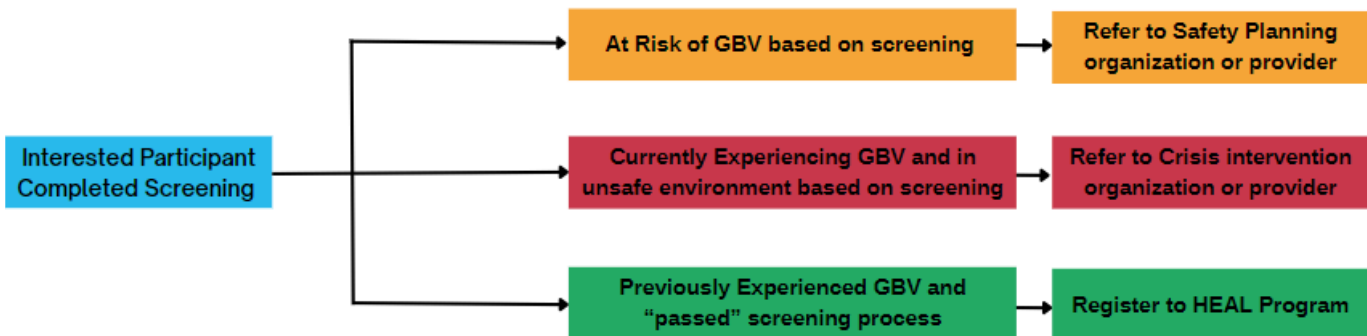


The HEAL Project employs a comprehensive, holistic approach to support newcomer women who are survivors of domestic violence. This document presents a non-exhaustive list of culturally relevant resources designed to assist participants. The diagram below outlines three participant pathways, each paired with a corresponding set of referrals to guide service providers in supporting participants throughout their journey, both during the program and after its completion.



When and Where to Make A Referral?

- Participants at risk of GBV are referred to safety planning organizations or providers.** Safety planning involves creating a personalized strategy to ensure security and reduce the risk of harm in situations of GBV. Factors including: risk assessment, identifying emergency contacts, safe spaces, financial independence, legal protections and emotional support.
- Participants who are currently experiencing GBV and are in an unsafe environment are referred to crisis intervention organizations/providers.** Crisis intervention involves immediate and targeted support to address the urgent needs and safety concerns. Factors include: crisis emotional support, providing feasible options for protection, practical actions to mitigate risk, education, and empowerment.
- Participants who previously experienced GBV and are registered for the HEAL Program.** During the program, participants may disclose other needs, including employment, housing, food insecurity, legal services, childcare, education, healthcare, and mental health. Use the following charts to guide your referrals with participants.

Referrals are only made with the participant's consent. Client-centeredness is letting the participant lead at their own pace, towards their goals, towards safety and security. We can provide options, but ultimately it is their decision.

Safety Planning Organizations & Resources



Safety Planning	Resources & Materials
Scarborough Women's Centre	<p>Resource Guide Safety Planning Steps to Take to be Prepared https://www.scarboroughwomenscentre.ca/safety-planning/</p> <p>Brochure Service for Newcomer Women in Scarborough https://www.scarboroughwomenscentre.ca/wp-content/uploads/2022/02/Services-for-Newcomers-in-Scarborough.pdf</p> <p>Counseling Services: 416-439-7111 x107 https://www.scarboroughwomenscentre.ca/counseling/</p> <ul style="list-style-type: none"> • Leaving an abusive partner • Becoming more self-sufficient • Building effective relationships with family members • Developing coping skills and personal power • Reducing isolation and building a support network
Family Service Toronto	<p>Safety Planning & Emergency Information https://familyservicetoronto.org/our-services/safety-planningemergency-information/</p>
Barbra Schlifer Commemorative Clinic	<p>Contact: 416-323-9149 Email: intake@schliferclinic.com</p> <p>Counselling Services https://www.schliferclinic.com/counselling-services/</p> <ul style="list-style-type: none"> • Individual counseling • Group counseling • Transitional & Housing Support • Legal assistance • Advocacy support
Toronto Rape Crisis Centre	<p>Individual Peer Counselling Support line: 416-597-1171 Email: info@trccmwar.ca</p> <p>Intake Services: https://www.schliferclinic.com/contact-us/</p> <ul style="list-style-type: none"> • Safety planning and setting goals • Navigating systems • Learn healthy coping strategies.

Crisis Intervention Organizations & Resources

Currently Experiencing GBV and in unsafe environment based on screening → Refer to Crisis intervention organization or provider

Crisis Support	Resources & Materials
<p>Assaulted Women's Helpline</p>	<p>Confidential and Anonymous Crisis Helpline</p> <ul style="list-style-type: none"> Contact: 416-863-0511 or 1-866-863-0511 Toll-free Contact: 1-888-364-1210 <p>Services include:</p> <ul style="list-style-type: none"> Telephone crisis counselling Information and support Referral to emergency shelters Legal information and community services Culturally appropriate resources for abused women.
<p>Victims Crisis Response Program</p>	<p>Crisis Counsellor and/or Immediate Support</p> <ul style="list-style-type: none"> Contact: 416 808 7066 <p>Services include:</p> <ul style="list-style-type: none"> Emotional support over the phone Practical assistance Safety planning Resource and referrals Advocacy and accompaniment
<p>Toronto Rape Crisis Centre</p>	<p>24/7 Crisis Line</p> <ul style="list-style-type: none"> Contact: 416 597 8808 https://trccmwar.ca/crisis-line/ <p>Contact to discuss sexual and gender based violence situations</p>
<p>Gerstein Crisis Centre</p>	<p>24/7 Crisis Line</p> <ul style="list-style-type: none"> Contact: 416 929 5200 <p>Call line for individuals ages 16 and over and dealing with:</p> <ul style="list-style-type: none"> Mental health issues Concurrent, or substance use issues

Participants Enrolled in the HEAL Program

Previously Experienced GBV and
"passed" screening process

→ Register to HEAL Program

Additional Referrals	Resources & Materials
Eritrean Canadian Community Center of Metropolitan Toronto	Counselling Services Contact: 416-658-8580 Location: 1655 Dufferin St, Unit 202, Toronto, ON, M6H 3L9 Services include: Provides settlement and integration services and informal counselling and newcomer parent counselling
Accessible Community Counselling and Employment Services	Services Information: Contact: 416-921-1800 Location: 470-8500 Leslie Street, Markham, ON, L3T 7M8 Services include: Settlement plan, connect with the local community, employment assistance
Better Life Counselling Centre	Counselling Services: Contact: 647-726-2999 Services include: Individual, couple, family, child and youth, and group counseling.
Woodgreen Community Services	Service Information: Contact: 416-645-6000 Email: info@woodgreen.org Location: 815 Danforth Ave, Suite 100, Toronto, ON, M4J 1L2 Services Include: <ul style="list-style-type: none"> • Resources for safe, affordable, and supportive housing • An interdisciplinary team for physical and mental health services • Seniors' services promoting health, active living and independence • Assistance for neurodiverse adults and children and their caregivers • High-quality child care and enriching after-school programs • A wrap-around education and employment program for single mothers • Youth social and mental health services designed by young people
The Neighbourhood Group Community Services	Family Support Program for families who are experiencing a crisis or change <ul style="list-style-type: none"> • Contact: 416-925-2103 • Email: info@tngcs.org • Location: 349 Ontario St, Toronto, ON M5A 2V8 Services include: Needs assessment, informal and crisis counselling, case management etc
Access Alliance Multicultural Health and Community Services	Settlement Services Contact: 416-324-8677 Mental Health Services: Contact: 1-866-531-2600 Community Mental Health and Counselling Services Contact: 211 or 416-595-9230
Canadian Centre for Victims of Torture	Settlement Services: Contact: 416-363-1066 Location: 1527 Victoria Park Avenue, Scarborough, Ontario, M1L 2T3 Services include: <ul style="list-style-type: none"> • Connect with the local community and employment support • Services individuals experiencing gender-based violence • Confidential assessment by health team • Crisis intervention and support services to individuals and families