



DOMESTIC VIOLENCE

TOOLKIT *for* LANDLORDS

This Toolkit has been designed for landlords and property managers. It may also be useful for anyone else who works on-site or has access to residential rental units for inspection or maintenance purposes.

The Toolkit will help you

- understand the role you can play in preventing domestic violence on your premises, and
- deal with domestic violence when it does occur.

The Toolkit includes

- links to two business cards:

Family Violence Info Line

Need Help?

Family Violence Info Line **310-1818**

- Call us toll-free 24 hours, 7 days a week.
- Available in more than 170 languages.
- In the event of an emergency, call 911.

Alberta Government endfamilyviolence.alberta.ca

Safer Spaces

Safer Spaces

Victims of domestic violence can break their lease at no cost. Visit alberta.ca/SaferSpaces

Important
Call 911 if you're in immediate danger.

alberta.ca/EndFamilyViolence



Alberta

- a series of Info Sheets,
- a list of other resources you may find helpful,
- a directory of key domestic violence services in Alberta, and
- a list of educational programs and documents that you may find helpful in gaining a better understanding of domestic violence.

Using the Toolkit

You might want to stock a few Info Sheets or other resources for staff to refer to or to give to tenants. **The business cards are a particularly discreet way of providing tenants with information on where to go for help.**

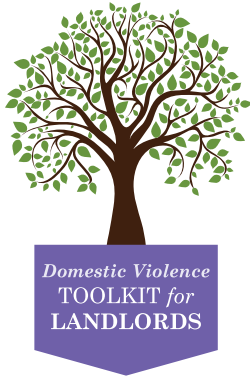
You may want to email links to the Toolkit or particular resources to your colleagues. Many of the services listed would be keen to do information sessions as part of your staff meetings, special workshops, or training program. Give them a call!

This Toolkit has been designed to be distributed on the internet. You may want to use it on your computer, tablet or smartphone. You can also download the entire Toolkit or just individual sections. It is available on the following websites:

www.cplea.ca

www.landlordandtenant.org

www.willownet.ca



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DOMESTIC VIOLENCE SERVICES

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DOMESTIC VIOLENCE

Why get involved?

Every year thousands of Albertans experience abuse within their families. At least 10,000 of these are serious enough that police are called. Victims come from all walks of life. Many of them live in apartments or other forms of rental accommodation. As a result, landlords, property managers, and other on-site staff may be the first to notice that something is going wrong in one of their units.

Many of us are reluctant to get involved in the affairs of other families. We don't want to meddle in someone else's life. We often think that domestic violence is a private matter. Something best left to the victim to deal with. But we all have a role to play in preventing or responding to domestic violence. Doing so may even save a life.

Domestic violence affects us all. And if it occurs on your premises, it will likely also affect other residents and your staff. You have a unique opportunity to help reduce and respond to domestic violence on your premises.

You can play a very important role in

- preventing or reducing domestic violence on your premises,
- getting victims the help they need, and
- caring for your staff and other residents when domestic violence affects you as a community.

Lauretta Enders, CPM® put it this way...

What happens at home can have a dramatic impact on the safety and productivity in the workplace and in rental properties. As landlords and property managers, we have a tremendous opportunity to support a consistent message of support to our community to help raise awareness and reduce the incidence and severity of domestic violence in rental premises.

There is a range of roles that landlords and property managers can take to reduce isolation and risks.

- Raise awareness about domestic violence and the availability of services
- Be mindful. Ask: "Are you ok?"

- Provide simple and accessible referral information
- Relocate tenants
- Terminate the lease early in compliance with the Safer Spaces Legislation
- Call the police
- Follow up with tenants and staff

By being aware of this social problem and informed of the signs of domestic abuse, we can help provide an educated response to our residents experiencing violence and refer to them all necessary avenues of support.

Frequently asked questions

Where can I get the complete Toolkit?

The complete **Domestic Violence Toolkit for Landlords** is available to download on the following web sites:

www.cplea.ca

www.landlordandtenant.org

www.willownet.ca

Handy Resources

Alberta Government

Domestic & Intimate Partner Violence in Alberta – tip sheet

What is domestic violence?

Domestic violence is the use of power by one person in the family to gain control over another person.

Domestic violence includes:

- verbal abuse
- emotional or psychological abuse
- spiritual abuse
- financial abuse
- physical abuse
- sexual abuse
- criminal harassment and stalking
- cultural or immigration abuse

Anyone in the family can be a victim of abuse, including:

- spouse or intimate partner
- children
- elderly parents
- disabled adults
- roommates
- pets

It can happen to anyone regardless of their:

- gender
- sexual orientation
- social class
- age
- economic status
- ethnic background

Domestic violence may consist of occasional outbursts triggered by a specific situation: stress at work, the loss of a job, a misunderstanding, or a difference of opinion about a sensitive topic. It may lead to screaming, swearing, broken dishes, or a hole

in the wall. Sometimes even physical assault. In many cases, the incident passes and things return to normal.

But sometimes, the abuse continues and is used as a means of controlling the other person and forcing them to behave in certain ways. This is the type of abuse that tends to become worse over time. It is the type of abuse that this Toolkit addresses.

Frequently Asked Questions

What about violence against men?

Very often domestic violence is treated as if it is abuse of a woman by a man. In fact, both sexes can be abusers and both can be victims. It can also happen to same sex couples. However, women are most often the victims of domestic violence that is reported to police. They are most likely to be victims of serious physical violence and even killed.

Handy Resources

Domestic Abuse Intervention Program

Power and Control Wheel – website

Alberta Government

Consumer Tips: Safer Spaces for Victims of Domestic Violence – booklet

Utilities Consumer Advocate – website

Sagesse

REAL Talk – guide

Reducing incidents of domestic violence

Landlords, property managers, and other on-site staff can play significant roles in reducing incidents of domestic violence. Would some of these examples work for you?

Reduce isolation.

One of the factors that contributes to domestic violence is the isolation of victims. Anything you can do to create a sense of community among your tenants or link them to the broader community will help.

Promote healthy relationships.

If your tenants know you care about them, they are more likely to let you know if something is going wrong in their family.

- Start with your relationship with other staff members. If you treat each other with respect, your tenants will be more likely to expect you to treat them with respect.
- Get to know your tenants. When you deal with tenant issues, model respectful communication and productive problem solving skills.

Build a sense of community.

Tenants who care about each other are more likely to let you know if something is going wrong in another unit.

- Help your tenants get to know each other. Create and take advantage of tenant gathering places—the mail room, laundry

room, or sports area. Put up a tenant bulletin board for you or them to post announcements, brochures of community events and services, or activities of interest.

- Organize events. Ask your tenants for suggestions. A film night? Walking club? Mother's group?
- Create a tenant newsletter. Ask for content from tenants.

Connect with the local neighbourhood and broader community.

The more you and your tenants know about the resources available in the community, the more likely you and they are to use them.

- Join networks of service providers. Get their newsletters. Attend interagency meetings.
- Invite service agencies to staff or tenant events to learn more about their services.
- Post brochures
- Buy your tenants memberships in the local community or recreational service.
- Develop positive relationships with police.

Recognizing the warning signs

Tenant-related signs that abuse might be occurring include:

- repeated late payment of rent
- noticeable injuries or inappropriate use of cover-up sunglasses, clothing, makeup, etc.
- fewer visitors or getting out less
- change in tenant's behaviour
- change in visits to the office
- seems to need permission from their partner for everything
- expression of fear

Property-related signs that abuse might be occurring include:

- broken lock or door
- smashed lights
- broken window or mirror
- hole punched or kicked in the wall

Tenant complaints that might indicate that abuse is occurring include:

- noise complaints
- concerns expressed by other tenants

None of these signs mean that abuse is happening. Only that it might be. The more signs you see, though, the more troubling the situation may be. If you aren't sure, call the **Family Violence Info Line 310-1818** for advice.

Take expressions of fear seriously!

*If the victim seems to be afraid of the abuser, it may mean that things are **getting worse**.*

Frequently Asked Questions

When would I see those warning signs?

If you work on-site you are most likely to see or hear about these warning signs. You might see something that concerns you when the tenant drops into the office. You may see or hear something when you do a maintenance inspection or respond to a request to fix something that isn't working properly. Or you might spot something from a casual meeting in the elevator or parking lot.

The tenants have been late paying rent for the last 3 months. I'm fed up. Should I just evict them?

One of your options is to terminate the lease but that may be costly for both you and them. If your tenants are having problems, they may benefit from some help from a government or community agency. Next time you see them, you might want to discuss options. It could be a win for both of you! See **Domestic Violence Services** for places to start.

Handy Resources

Alberta Human Services

Warning Signs of Abuse – website

Having the conversation

If you have seen or heard something that concerns you, trust your gut. Many people are reluctant to 'get involved' because they don't know what to say or how to say it. So take a moment to think things through. What did you actually see or hear? What words can you use to describe it that don't make any accusations? There may be several explanations. Don't jump to conclusions.

Your role is to show you care and open the door for support. Ask... Are you OK?

Tell your tenant what you have noticed. Stick to the facts. Let them know that you are concerned. Remember, you may be wrong. They may deny it. They may not trust you. Or may not be ready to deal with the situation. But just knowing you care may make a big difference.

If they open up to you about what is happening:

- Tell them you believe them
- Thank them for trusting you
- Ask if there is anything you can do to help
- Ask if there is there someone else they would rather talk to
- Let them know there are services that can help
- Give them information **not** advice

Refer tenants to the provincial government toll-free **Family Violence Info Line: 310-1818**

The Info Line will do an assessment of the risks the tenant is facing and, if appropriate, help them develop a safety plan.

You can order business cards with the number for the Family Violence Info Line on it from the Alberta government. Keep a few of the business cards handy so you can give a tenant one discreetly.

Signs that things may get worse include:

- History of domestic violence
- Actual or pending separation
- Loss of job
- Access to firearms

If you think anyone is in danger call the police: 911

If you think children may be at risk, you MUST report it to Child and Family Services: 1-800-638-0715

Your role is NOT to tell a tenant what to do or how to fix the problem.

- Don't be judgmental or jump to conclusions.
- Don't 'take charge'. You don't actually know what is going on or what their choices really are.
- Don't make promises you can't keep.
- You are not a social worker or a counsellor. Refer the tenant to someone who is.

Frequently asked questions

What about the tenant's privacy?

Of course you don't want to be seen as meddling, get caught in the middle of a dispute, or even become the target of a tenant's anger. But everyone has a role to play in helping victims of domestic violence. Most victims don't just call the police or go to a shelter. They talk to someone they trust. So, create the opening. Let your tenant choose whether to take it.

What do I do about what they tell me?

If the tenant or someone else is in immediate danger, call the police at 911. Safety is more important than privacy!

If children may be at risk, you **MUST** report it. Even if the children are not being physically abused, just being exposed to violence in the home is harmful. Don't promise that you won't.

In other cases, you should assure the tenant that you will respect their privacy and that you will treat what they have told you as confidential. You may be upset by what you have been told and need to talk to someone yourself. If so, talk to someone at an agency that helps victims of domestic violence. They will treat what you tell them as confidential and will help you deal with your reaction.

What if the tenant won't do anything?

Unless someone is in immediate danger, it is up to the tenant to decide what to do. It likely won't be a simple decision. Don't judge. Knowing that you care will be important as they deal with the situation.

What if it is a child who tells me what's happening?

Stay calm, listen carefully, and write down what you hear as soon as possible using the child's words. Read the *Handy Resource: How Can I Help* for more advice.

If you think the child is at risk you **MUST report it. Call 1-800-638-0715.**

Handy Resources

Alberta Human Services

Family Violence Info Line – Business card

How Can I Help (about talking to a child) – website

Reporting a Child in Need – tip sheet

Neighbours, Friends and Families

SNCit Conversations: See, Name and Check the warning signs – tip sheet

Centre for Public Legal Education Alberta

If you are thinking of leaving – tip sheet

Why won't they just leave?

This is probably the most common question asked about domestic violence. **The answer is complicated.**

In many cases, the abuse starts with little things and only happens occasionally. Things might get better for a while. The abuser may ask for forgiveness and promise to do better. This gives the victim hope that things will work out. And sometimes they do. We don't hear much about those cases.

But sometimes things keep going wrong. Often, abusers convince their victims that they are worthless. They might start to control their victims' activities or money, including any the victim makes. The abuser may ruin the victim's credit rating. Gradually, the abuser makes the victim increasingly dependent on the abuser. It becomes increasingly difficult for the victim to even imagine leaving. No place to live? No money? No transportation? What about the kids?

The victim may have no one to turn to. The abuser may have isolated his victim from family and friends. They might not believe her. The abuser may have convinced them that it's the victim who is the problem.

Abusers may threaten to track down the victim and do even more harm. They might threaten to take away the kids or even hurt them. If there is a pet, the abuser may threaten to harm it.

If the victim is an immigrant, their ability to stay in Canada may be tied to their marriage. If it breaks up, then what?

The stakes for victims are often very high. The time of greatest risk of harm is when the victim threatens to leave or actually does leave.

If you think anyone is in danger call the police: 911

If you think children may be at risk, you MUST report it to Child and Family Services: 1-800-638-0715

Frequently asked questions

Why would a victim be so worried about what will happen to a pet?

Many victims of domestic violence or their children are very attached to a pet. The pet has likely provided them with a lot of emotional support and comfort. Abusers often target those pets as a way of controlling their victims. The *Alberta SPCA Pet Safekeeping Program* offers temporary care for the pets of domestic violence victims who need to escape their abusive situations and have no other place for their pets.

Handy resources

Alberta Society for the Prevention of Cruelty to Animals (Alberta SPCA)

Pet Safekeeping – website

When the police get involved

Unfortunately, sometimes domestic violence reaches the point where someone calls the police. This can be unsettling for you, your staff, and other tenants. It may help to know a little about what will likely happen.

Calling the police

Anyone can call the police if they think a crime is being committed or is about to be committed. The crimes associated with domestic violence include assault, kidnapping, manslaughter, and murder.

What will the police do?

The police will respond as quickly as possible. If resources permit, they may send out a special domestic violence team which may include a social worker. They will interview the victim, the alleged abuser, other adult family members, the person who phoned in the complaint, and anyone else who may have relevant information. They will also gather any physical evidence that might be important.

Once they assess the situation, the police will decide what to do next. They will consider the severity of the situation. Who was hurt? How badly were they hurt? What else might have happened if the police hadn't been called? Were alcohol or drugs involved? Are there children in the unit?

Sometimes they can settle the situation without arresting anyone. However, if they think a crime was committed and the situation is still dangerous they will arrest the alleged

abuser. If there are any children in the family, the police will call Children's Services. A social worker will visit the family to determine if the children are at risk of being harmed.

Under Canadian law a person is presumed to be innocent until proven guilty. Until that is determined the person is only 'alleged' to have committed a crime.

What happens if the alleged abuser is arrested?

If the police decide to arrest the alleged abuser, they will take the person to the police station. They will contact a Justice of the Peace who will decide whether the person can be released on bail. That usually takes a few hours. If the person is released, there may be some conditions limiting contact with the victim or access to the place where they live. Later a prosecutor will review the evidence and decide whether to proceed with the charges. Meanwhile, the alleged abuser may be getting a lawyer or applying for legal aid. If the alleged abuser isn't released on bail, they will be kept in custody.

What about the victim?

The police may talk to the victim about getting help from their victim service program. A victim service worker will explain what might happen with the criminal charges, provide some practical assistance and emotional support, and help with communication with the prosecutor.

When the police get involved

The police may also suggest that the victim get an *Emergency Protection Order*. It may order the alleged abuser to

- stay away from the residence, the victim's work place, or other designated space
- stay away from the victim or family members
- not communicate with the victim directly or indirectly or with anyone else who is named in the order.

If the alleged abuser violates the order, the victim can call the police and the abuser can be arrested again.

The order can also allow a police officer to

- accompany someone to the residence to remove personal belongings
- seize any firearms.

Frequently asked questions

How will we know what is happening?

Neither the police nor the victim are required to keep you informed about what is happening. It will be up to them to tell you where things are at. However, you can ask the victim if there has been any sort of court order keeping the abuser from coming onto the premises. You can also call the Victim Services Unit of your local police to see if they can find out anything for you. If you have a community police liaison officer for your area, see if they can help.

Will I, other staff members, or other tenants be called as witnesses?

Anyone who has direct knowledge of the alleged offence may be called as a witness. Just hearing about it from someone else probably won't be enough. In many cases, though, the alleged abuser pleads guilty so there is no trial and no one is called to testify. However, anyone who was directly affected by the crime can provide a written Victim Impact Statement to be used in sentencing the abuser. Anyone who has suffered damages as a result of the crime can also apply for a restitution order.

How do the police know who to believe and whose fault it is?

Sometimes it is not obvious who is at fault in a domestic violence incident. Sometimes the incident starts with something very minor, may build, and then blows up. Sometimes the victim 'starts it'. Sometimes the victim is just 'fighting back'. The police will do their best to investigate the situation and may even charge both parties.

What if the victim doesn't want the abuser charged?

There are several reasons why a victim may not want the abuser charged even if the assault is serious. It is important not to judge. The police will take the victim's concerns into consideration. However, the police and the prosecutor make the final decision about whether to proceed with charges or not.

Why was the abuser back home the next day?

It is not unusual for a person arrested for an offence to be released from custody. For example, the police may decide not to press charges. Or, the abuser may be released on bail.

Handy resources

Centre for Public Legal Education Alberta

Domestic Violence: How the Police Can Help – tip sheet

What you need to know about Emergency Protection Orders – tip sheet

Alberta Government

Victims of Crime: What victims of crime can expect from the justice system – booklet

Victim impact statements – brochure

Alberta Society for the Prevention of Cruelty to Animals (Alberta SPCA)

Pet Safekeeping – website

What can the victim do?

Get help from a professional

All across Alberta there are services that help victims who may be experiencing any type of domestic violence. Some are free, some have fees based on ability to pay, and some charge a standard fee to everyone. The **Family Violence Info Line 310-1818** is free and available 24 hours a day, seven days a week, in more than 170 languages. Some municipalities also maintain help lines. In many centres, these can be accessed by calling 211.

Make a Safety Plan

If the victim wants to separate from the abuser, this can be the most dangerous time in their relationship. The Family Violence Info Line will help victims develop a safety plan. If there are children involved, they must be safe at all times. If something does happen, children also need to be prepared. Should they go to a friend or neighbour's place and wait? Should they call 911? Having a plan can make a huge difference in an emergency situation.

Get a protection order

There are several kinds of protection orders that can help victims of abuse. They apply in different situations but there is usually one that will help. Police or a service agency will likely be able to provide some assistance in getting what is needed.

Get a parenting order

If children are involved, the victim may want to get a Parenting Order from Family Court to set out who will be responsible for making decisions about the children and what time each will have with them.

Move out

The victim may decide that it is best to move to a new place as quickly as possible. If the victim is living somewhere else and afraid to go back to the apartment to get personal things, the police may be able to help.

Under the *Residential Tenancies Act* a tenant can apply for a certificate that will allow a victim to terminate the lease with 28 days notice and without a financial penalty.

You may be able to make this easier by offering the victim another unit in a different building.

What can the victim do?

Frequently asked questions

It's great that victims have all these options but how do they get these orders?

The police may help the victim get an *Emergency Protection Order*. If not, Legal Aid Alberta will. If they can't help, they will likely know who can. Most police departments have a Victims Services Unit that helps with criminal matters.

There are also services available through Family Court that might be able to help. Refer the victim to the **Family Violence Info Line 310-1818** to get connected to the help needed.

The victim's doctor or other professional can help get the certificate to terminate a lease early.

Does the victim have to stay in the apartment for 28 days after giving the landlord the certificate and the notice?

NO! The victim can leave as soon as it is best to do so. The victim (or the abuser) still has to pay rent for those days.

Handy resources

Centre for Public Legal Education Alberta

If You're Thinking of Leaving – booklet

Leaving an abusive relationship if you are not a Canadian – booklet

What you need to know about Emergency Protection Orders – booklet

No Contact Orders – poster

If you leave...Your Guide to Child Custody and Parenting Orders – booklet

Renting and Domestic Violence: Ending Your Lease Early – booklet

Alberta Human Services

Create a safety plan – website

Alberta SPCA and the Centre for Public Legal Education Alberta

Get Out and keep them safe too – brochure

Alberta Government

Apply for a Parenting Order – website

Safer spaces certificate to end tenancy – website

What can the landlord do?

Believe them!

Remember, the abuser is doing everything possible to make the victim feel useless and alone. Reassure victims that the abuse is not their fault and that there is help available.

Help victims get help.

Give them the number for the
Family Violence Info Line: 310-1818

If the victim is your tenant, you could...

- Relocate the victim to another unit if you can.
- Waive any expenses that you can. The victim is likely short of money. The abuser may have control of their bank account and may have ruined their credit rating. If the victim paid the security deposit, process any refund as quickly and as generously as you can. Waive any fees for late payment of rent that you can.
- Get permission to call the tenant's emergency contact. Many landlords request emergency contact information from their tenants. The victim may be willing to have you call that person or someone else.
- Evict the tenant. Unfortunately, the domestic violence may reach the point where it is affecting your premises or other tenants. You may decide that you have to terminate the lease. You have the same rights and responsibilities as you

have in any other evictions. If the unit has been significantly damaged or someone has been threatened or hurt, you can terminate the tenancy with a 24-hour notice.

If you think anyone is in danger, call the police: 911

If you think children may be at risk, you MUST report it to Child and Family Services: 1-800-638-0715

Frequently asked questions

One of my tenants is being abused and wants me to change the locks on the door. Can I?

It depends whether or not the abuser is a tenant.

- If the abuser is also a tenant, you cannot change the locks unless there is a court order forbidding the abuser from being in or near the premises. If there is an order, ask for a copy. It may say what to do about the lock and keys. If the order bars the abuser from being on the premises but they still show up, call the police.
- If the abuser isn't a tenant and doesn't even live on the premises, you can change the locks.

What can the landlord do?

The abuser just started living in the unit without ever signing the lease. What can I do?

If the abuser was living in the unit without your knowledge and consent, you can issue a notice to vacate the premises.

However, if you have known the abuser was living in the unit but didn't do anything about it, the person may have acquired the same status as a tenant. You may be considered to have given them permission to be there. Only a court can decide whether they have become a tenant. To be on the safe side, you would need to give the abuser an eviction notice. However, that would also apply to any other tenants on the premises.

Check your lease to see how well you've covered this situation. It might be good to get it reviewed by a lawyer.

One of my tenants has an Emergency Protection Order. What does that mean to me?

Protection orders vary so you would need to see the particular order. Look to see what it covers. Does it say the abuser can't come near your premises? Does it say the victim has 'exclusive possession' of the premises? If so, it may also say that a peace officer can remove the abuser. However, it may also say that the abuser can go to the premises to get their personal property. It might specify when that can occur and that the abuser must be accompanied by a peace officer.

Check the date on the Emergency Protection Order to see when it expires. If it has expired, ask the victim if it has been reviewed by the Court of Queen's Bench. If so, there may be another order in place. Victims often get confused about the orders they have. A bit of probing may be necessary!

Handy resources

Centre for Public Legal Education Alberta

Laws for Landlords and Tenants in Alberta – website

Service Alberta

Information for Landlords – booklet

Following up on the domestic violence incident

Having the police on your property can be upsetting not only for the victim and the family, but also for other residents, you, and your staff. This is particularly so if someone was badly hurt or the abuser got away before the police arrived.

The same agencies that support victims of domestic violence may also be able to help you deal with what happened. Your company may also have an employee assistance program that you can use. Some community agencies also offer resources to help with self-care.

You may decide it would be useful for all of you to know more about domestic violence and how it affects everyone. Toward the end of this kit, there is a list of agencies that provide educational programs that may be appropriate. Feel free to contact them for more information about what you need and what they offer.

Don't be surprised if you find that some of your staff or other residents have also had experience with domestic violence. An incident on your premises might cause them to revisit their own trauma. The resources in this kit may be of use to them as well.

Frequently asked questions

One of my staff members just told me they are being abused by their partner, and want time off to deal with it. Do I have to give them time off?

If your staff member has been working for you for 90 days or more, you must give them 10 days of unpaid leave but you have to keep their job (or an equivalent position) open for them to return to at the end of that time.

Handy resources

Centre for Public Legal Education Alberta

Domestic Violence Handy Resources

Domestic Violence Educational Programs

Alberta Government

Domestic violence leave



DOMESTIC VIOLENCE SERVICES

*If you think anyone is in danger, **call the police: 911***

*If you think children may be at risk, you **MUST** report it to
Child and Family Services 1-800-638-0715*

Family Violence Info Line 310-1818

Talk to trained staff over the phone toll-free 24 hours a day, 7 days a week in more than 170 languages. Chat anonymously online with staff from noon to 8:00 pm daily.

Inform Alberta 211

An online directory of services: <https://informalberta.ca>
Alberta 211 now covers much of the province. Just dial 211

Pet Safekeeping Program

<https://www.albertaspca.org/pet-safekeeping/>

Legal Aid Alberta Emergency Protection Order program

In the Edmonton area: 1-780-422-9222
In the Calgary area: 1-403-297-5260
In the Lethbridge area: 1-403-388-3162
All other areas: 1-866-845-3425 (toll free)

If you live outside of these areas, go to your local courthouse during regular business hours or call the courthouse. After business hours, contact your local police or the RCMP.



DOMESTIC VIOLENCE

HANDY RESOURCES

Sagesse

REAL Talk – guide

<http://realtalk.sagesse.org/>

Alberta Government

Domestic & Intimate Partner Violence in Alberta – tip sheet

<https://bit.ly/2ZXHVXb>

Consumer Tips: Safer Spaces for Victims of Domestic Violence – booklet

<https://bit.ly/2MV9Di0>

Alberta Human Services

Warning Signs of Abuse – website

<https://bit.ly/2IaJNCt>

Family Violence Info Line – Business card

<https://www.alberta.ca/assets/documents/fv-2018-information-line-card.pdf>

How Can I Help (about talking to a child) – website

<https://bit.ly/2doZ9cN>

Reporting a Child in Need – tip sheet

<https://bit.ly/2GkfI35>

LEAVING THE RELATIONSHIP

Centre for Public Legal Education Alberta

If you are thinking of leaving – tip sheet

<https://www.cplea.ca/ThinkingOfLeaving.pdf>

Leaving an abusive relationship if you are not a Canadian – booklet

<https://www.cplea.ca/LeavingNonCanadian.pdf>

Alberta Human Services

Create a safety plan – website

<https://bit.ly/1u6KT8E>

Alberta SPCA and the Centre for Public Legal Education Alberta

Get Out and keep them safe too – brochure

<https://www.albertaspca.org/pet-safekeeping/>

POLICE INVOLVEMENT

Centre for Public Legal Education Alberta

Domestic Violence: How the Police Can Help – tip sheet

<https://www.cplea.ca/DVPoliceHelp.pdf>

What you need to know about Emergency Protection Orders – booklet

<https://www.cplea.ca/EmergencyPO.pdf>

No Contact Orders – poster

<https://www.cplea.ca/NoContactOrders.pdf>

Alberta Government

Victims of Crime: What victims of crime can expect from the justice system – booklet

<https://open.alberta.ca/publications/3969471>

Victim impact statements – brochure

<https://www.alberta.ca/assets/documents/victims-of-crime-victim-impact-statement.pdf>

LEGAL PROCESSES AND REMEDIES

Centre for Public Legal Education Alberta

Criminal Law in Alberta – booklet

<https://www.cplea.ca/CriminalLawAB.pdf>

Family Law in Alberta – booklet

<https://www.cplea.ca/FamilyLawAB.pdf>

Alberta Laws Concerning Elder Abuse – tip sheet

<https://www.cplea.ca/ABLawsElderAbuse.pdf>

DOMESTIC VIOLENCE HANDY RESOURCES

CUSTODY ARRANGEMENTS

Centre for Public Legal Education Alberta

Child Custody and Parenting Orders – booklet
<https://www.cplea.ca/CustodyParentingOrders.pdf>

If you leave...Your Guide to Child Custody and Parenting Orders – booklet
<https://www.cplea.ca/CustodyParentingOrders.pdf>

Alberta Government

Apply for a Parenting Order – website
<https://bit.ly/2usW5Ev>

TERMINATING A LEASE

Centre for Public Legal Education Alberta

Renting and Domestic Violence: Ending Your Lease Early – booklet
<https://www.cplea.ca/DVandRenting.pdf>

Alberta Government

Safer spaces certificate to end tenancy – website
<https://bit.ly/2kCgnqx>

Safer Spaces – Business card
<https://www.alberta.ca/assets/documents/fv-2018-safer-spaces-card.pdf>

FOR MORE INFORMATION & STAFF TRAINING

Alberta Government

Family violence: It's your business: community resource guide
<https://bit.ly/2J2ik7B>

Domestic violence leave
<https://bit.ly/2ASKv7S>

Utilities Consumer Advocate – website
<https://ucahelps.alberta.ca/>

Centre for Public Legal Education Alberta

WillowNet Abuse and the Law in Alberta – website
www.willownet.ca

OakNet Canadian Law for Older Adults – website
www.oaknet.ca

Families and the Law: Domestic Violence Series – booklets, poster and tip sheets
<https://www.cplea.ca/DomesticViolenceSeries>

Elder abuse – booklet
<https://www.cplea.ca/ElderAbuse.pdf>

Domestic Abuse Intervention Project

Power and Control Wheel – website
<https://www.lawc.on.ca/power-control-wheel/>

Power and Control Wheel: Understanding the Power and Control Wheel – video
<https://www.youtube.com/watch?v=5OrAdC6ySiY>

Neighbours, Friends and Families

Communities Working Together to End Woman Abuse – power point
<https://bit.ly/2GBDgnb>

SNCit Conversations: See, Name and Check the warning signs – tip sheet
<https://bit.ly/2pMrvQu>

Today Family Violence Help Centre

It Starts Today – booklet
<https://bit.ly/2CyY1hr>

LANDLORD & TENANT RIGHTS & RESPONSIBILITIES

Centre for Public Legal Education Alberta

Laws for Landlords and Tenants in Alberta – website
www.landlordandtenant.org

Renting Basics – booklet
<https://www.cplea.ca/RentingBasics.pdf>

Renting in Alberta – booklet
<https://www.cplea.ca/RentingInAlberta.pdf>

Service Alberta

Information for Landlords – booklet
<https://bit.ly/2oySTCy>



DOMESTIC VIOLENCE

EDUCATIONAL PROGRAMS

ALBERTA WIDE

Domestic Violence in Your Workplace (Alberta Council of Women's Shelters)

The Domestic Violence in Your Workplace program provides businesses with the tools and supports to recognize the signs of violence, appropriately help victims of violence that work for them, and protect their workplaces and employees at the same time.

May be subject to costs. Offered as an in-person workshop that can be tailored to meet your needs. Contact 1-866-331-3933

Elder Abuse (BearPaw Legal Education)

This workshop talks about the different kinds of Elder abuse that take place in Aboriginal communities and examines root causes. Targeting youth and adults in urban and rural settings, both on and off reserve.

FREE! Offered as an in-person workshop that can be tailored to meet your needs. Contact Nadine Callihoo-Hansen 780-482-7891 nadine-callihoo@ncsa.ca

Sexual Assault (BearPaw Legal Education)

Learn the reporting process for victims of sexual assault, available resources, and tips. Targeting youth and adults in urban and rural settings, both on and off reserve.

FREE! Offered as an in-person workshop that can be tailored to meet your needs. Contact Nadine Callihoo-Hansen 780-482-7891 nadine-callihoo@ncsa.ca

Respect in the Workplace (Canadian Red Cross)

This course empowers all employees to spot and understand workplace bullying, harassing, and discriminating behaviours and to eliminate harmful behaviours in a mutually respectful, self-empowering way for a safer, healthier workplace.

\$40. Offered as a 90-minute online (self-paced) course. Contact www.redcrosselearning.ca

Ten Steps to Creating Safe Environments for Organizations and Communities (Canadian Red Cross)

This course equips businesses, organizations, and communities to manage risk by preventing and responding to violence, abuse, and bullying proactively through a customized action plan.

\$40. Offered as a 3-hour online (self-paced) course. Contact www.redcrosselearning.ca

Rainbow Ready (Sagesse)

This is a capacity building program aimed at providing service providers and community agencies the knowledge and skills to provide safe, inclusive service to LGBTQ+ individuals experiencing domestic violence. Program includes an organizational audit, examination of agency space, promotional documentation, and guiding policies and procedures.

FREE! Offered as a 1 or 2-day in-person workshop that can be tailored to meet your needs. Contact Rachel Braeuer 403-234-7337 ext. 13 rachel@sagesse.org

DOMESTIC VIOLENCE EDUCATIONAL PROGRAMS

ALBERTA WIDE

Stand By (Sagesse)

This workshop is available to anyone interested in learning how to recognize domestic violence, understand its impact on an individual and the community, and develop comfort in responding to domestic violence disclosures, including providing appropriate support and referrals to services.

FREE! Offered as a 2-hour in-person workshop that can be tailored to meet your needs.

Contact Kirstin Blair 403-234-7337 ext. 15
kirstin@sagesse.org

Cut It Out (Stop Abuse in Families Society)

As a salon or spa professional, you have an opportunity to help women in abusive relationships in an environment where clients feel comfortable and develop trusted relationships with you. We will teach you to recognize the warning signs of an abusive relationship, know how to respond by safely supporting women experiencing abuse, and provide resources so your clients know how to get help.

FREE! Offered as a 1, 2, or 3-hour in-person workshop that can be tailored to meet your needs.

Contact Cortney Lohnes 780-460-2195
cortney@stopabuse.ca

Make It Our Business: Domestic Violence in the Workplace (Stop Abuse in Families Society)

This training is for businesses on how to recognize the warning signs of domestic violence, how to respond to someone they are worried about, and how to refer to agencies that can support them. The training also offers a component that focusses on developing workplace protocol specific to domestic violence.

FREE! Offered as a 1, 2, or 3-hour in-person workshop that can be tailored to meet your needs.

Contact Cortney Lohnes 780-460-2195
cortney@stopabuse.ca

EDMONTON & AREA

Understanding LGBTQ+ Experiences of Family Violence (Pride Centre of Edmonton)

This interactive workshop is aimed at improving services and supports for children and adults who have experienced family violence. Learn more about research on LGBTQ adults and children's experiences of family violence, consider how bias in services can prevent help for LGBTQ people impacted by relationship and family violence, explore current and affirming language and practices to demonstrate service access for LGBTQ clients, be equipped with tools to prompt conversations in their workplaces to address affirming policies and practices for LGBTQ clients.

FREE! Offered as a 3-hour in-person workshop

Contact 780-488-3234

education@pridecentreofedmonton.org

Public Education Program (Sexual Assault Centre of Edmonton)

The Public Education program offers a number of presentations and workshops on sexual violence. Learn the Criminal Code of Canada definition of sexual assault and consent, discuss sexual assault myths, learn how to support someone who has been sexually assaulted, and learn about resources for victims of sexual assault.

FREE! Offered as an in-person workshop that can be tailored to meet your needs.

Contact 780-423-4102

info@sace.ab.ca

Lunch and Learn Workshops (The Family Centre)

A facilitator joins you on-site to deliver a workshop on a pre-determined topic including communication strategies, healthy relationships, conflict resolution, and stress management. Available in Edmonton (outside of Edmonton may be subject to additional costs).

\$500-\$750 (non-profit rate is available). Offered as a 1.5-hour in-person workshop that can be tailored to meet your needs.

Contact 780-497-7536

education.services@the-family-centre.com

DOMESTIC VIOLENCE EDUCATIONAL PROGRAMS

EDMONTON & AREA

Family Violence Across the Lifespan (Today Family Violence Help Centre)

This is an interactive and engaging workshop that gives service providers a basic understanding of family violence. Participants will learn about types of abuse, the cycle of abuse, dispel common family violence myths, understand barriers, safety planning, and how to respond to disclosures. Participants will also examine the impacts of family violence on children, seniors, and in LGBTQ+ relationships. This workshop aims to develop skills to identify, respond, and support clients within their organization and community.

\$40 - Outside of Edmonton may be subject to additional costs. Offered as a 2-day, in-person workshop.

Contact Monique Methot 780-455-6880
info@todaycentre.ca

Family Violence for Service Providers Workshop (Today Family Violence Help Centre)

This is an introductory workshop for service providers who would like to learn basics about family violence or as a refresher. Topics include examining types of violence, the role of power, responding to disclosures, barriers faced by those targeted by violence, and providing community resources.

FREE - outside of Edmonton may be subject to additional costs. Offered as an in-person workshop that can be tailored to meet your needs.

Contact Monique Methot 780-455-6880
info@todaycentre.ca

Friends & Family: How to Help Someone Impacted by Family Violence Workshop (Today Family Violence Help Centre)

This workshop is aimed at volunteers, co-workers, friends, and family who want to learn how to support someone in an unhealthy or abusive relationship. Topics include examining types of violence, role of power, responding to disclosures, barriers faced

by those targeted by violence, and providing community resources.

FREE - Outside of Edmonton may be subject to additional costs. Offered as a 1, 2 or 3-hour in-person workshop that can be tailored to meet your needs.

Contact Monique Methot 780-455-6880
info@todaycentre.ca

CALGARY & AREA

Education and Outreach Program (Calgary Communities Against Sexual Abuse)

Awareness for teachers, administrators and parents, police, hospital, and service agencies.

FREE! Offered as an in-person workshop that can be tailored to meet your needs.

Contact education@calgarycasa.com

Domestic Violence 101 (Rowan House Society)

This free presentation is offered to women, children, schools, and communities. They are a general overview of what domestic violence is, what it looks like, how it affects people, and some ways of working with those affected. Available in High River and Okotoks.

FREE! Offered as full or half day in-person presentations.

Contact 403-603-5996
branches@rowanhouse.ca



HOW TO ORDER

HELPLINE Business Cards

To download the **Family Violence Info Line** business card PDF, go to:
<https://www.alberta.ca/assets/documents/fv-2018-information-line-card.pdf>

Need Help?

Family Violence Info Line **310-1818**

- Call us toll-free 24 hours, 7 days a week.
- Available in more than 170 languages.
- In the event of an emergency, call 911.

Alberta Government endfamilyviolence.alberta.ca

Call us anytime if you:

- are affected by family violence
- need help with safety planning
- know someone who needs help
- need a list of services and supports in your area
- want to learn more about the issue

Alberta Government endfamilyviolence.alberta.ca

To download the **Safer Spaces** business card PDF, go to:
<https://www.alberta.ca/assets/documents/fv-2018-safer-spaces-card.pdf>

Safer Spaces

Victims of domestic violence can break their lease at no cost. Visit alberta.ca/SaferSpaces



Important
Call 911 if you're in immediate danger.

alberta.ca/EndFamilyViolence Alberta Government

You can ask for a certificate if:

- You're named on the rental agreement with the landlord
- Your safety, or the safety of a child or dependent adult in the home, is at risk if you stay

Need Help?
Family Violence Info Line 310-1818
Call us toll-free 24/7. Available in over 170 languages.

alberta.ca/EndFamilyViolence Alberta Government

You can also order the **Family Violence Info Line** and **Safer Spaces** cards free of charge. Quantities may be limited.

To place your order, email: CSS.FamilyandCommunitySafety@gov.ab.ca

More information can be found here:

<https://www.alberta.ca/family-violence-prevention-resources.aspx>