

## DEFINITIONS OF TERMS

For the purpose of this Protocol, and at the agencies represented by the signatory partners of the Protocol, we have organized our service descriptions in accordance with the following categories as defined below:

### **Law Enforcement, Justice & Mandated Services**

This category of service providers includes voluntary and mandated services designed to promote community and individual safety, ensure and enforce compliance with the law, and protect the rights of individuals.

It includes:

- Police services;
- Legal and court related services;
- Child welfare/child protection services; and
- Various provincial services, such as the Criminal Injuries Compensation Board and the Victim Support Line.

### **Shelter and Counselling Services**

This category of service providers includes voluntary, community-based services designed to provide emergency or transitional shelter to victims and survivors of partner abuse and their children.

### **Crisis Response, Referral & Emergency Services**

This category of service providers includes voluntary, community-based services designed to provide crisis intervention, information, referral, short term support and counselling, and critical safety planning services. Services described in this section of the Protocol are available 24/7 to individuals experiencing violence.

### **Community Support Services**

This category of service providers includes a broad range of counselling and support services, health and medical services, and housing and income supports designed to meet ongoing, long term, and/or specialized needs of individuals and/or specific populations in accordance with the mandate of the organization.

*A comprehensive list of terms related to Partner Abuse can be found in the Glossary in Appendix 5.*