

SEXUAL ASSAULT CENTRE FOR QUINTE & DISTRICT

Sexual Assault Centre for Quinte & District 41 Octavia St. P.O. Box 22010 Belleville, On K8N 5V7 Satellite offices in Bancroft, Picton, Madoc, & Quinte West	Phone: 613-967-6300 TTY: 613-967-5902 Fax: 613-967-6527 Crisis Line: 613-967-6000/ North Hastings 1-800-909-7007
Email: sacqd@lks.net	Website:

Hours of Operation:

Crisis Line open 24 hours per day

Counselling office open Monday to Friday 9:00 to 4:00 p.m.

Introduction

The Sexual Assault Centre - Quinte & District (SACQD) is mandated to:

- provide emergency, crisis, short-term and long-term counselling, and information, referral, and advocacy services to adult (age 16+) male & female survivors of sexual violence;
- organize, participate in, and/or support public education initiatives and community events designed to increase individual and community awareness of issues relating to sexual violence against women, men and children; and
- advocate for social change which will contribute to the eradication of sexual violence.

Overview of Specific Procedures and Services

SACQD staff recognize that many victims of partner abuse experience sexual violence within their intimate relationships. SACQD provides many services to victims of partner abuse who have experienced sexual violence including:

- 24 Hour Crisis Line, answered by trained volunteers who provide immediate support, information & options.
- Short term and long term individual counseling for female and male survivors of sexual violence who are 16 years of age and older. Acute clients are seen within 48 hours and are given top priority for counseling. There is no fee for service. A waiting list for counseling is maintained on a first come first served basis.
- Survivor groups including 1st, 2nd & 3rd stage groups.
- Week long residential healing Programs.

- Support groups for parents of children that have been sexually assaulted and partners of sexual assault victims.
- Public Education.
- Extensive lending library, including resources for heterosexual, bisexual, gays & lesbians, transgender, culturally diverse, persons with disabilities, female and male survivors of sexual abuse.
- Outreach counselling services are available in Picton, Madoc, Bancroft and Trenton.

Staff members and volunteers direct priority attention to a woman's safety when providing services. Referrals and transportation to Three Oaks Foundation, Domestic Violence Sexual Assault Response Program, the hospital, and the police station will be offered when appropriate and necessary. Accompaniment services are available to women & men who have experienced a recent sexual assault, regardless of the identity of their assailant.

Services provided are confidential within the limits of the law and available free of charge.

Accessibility

SACQD is accessible to those in a wheelchair with a lift from the front door up to the office and an automatic door opener. Washrooms are wheelchair accessible. A TTY machine is on site and the agency pays for ASL and language interpreters.

Accountability

SACQD participates on the QCCAV. Complaints or concerns about the quality or nature of services received or not received at SACQD are dealt with in accordance with a written client complaint procedure. Formal complaints are directed to the Executive Director for investigation and written response.