

SEXUAL ASSAULT CENTRE FOR QUINTE & DISTRICT

| | |
|---|--|
| Sexual Assault Centre Quinte & District 41 Octavia St. P.O. Box 22010 Belleville, ON K8N 5V7 Satellite offices in Bancroft, Picton, Madoc and 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 supportive counselling, and information, referral, and advocacy services to adult (age 16 or older) female and male 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 provides many services to victims of sexual violence including:

24-HOUR CRISIS LINE

- The crisis line is operated by trained volunteers – they are not counselors.
- Provides immediate telephone support for female and male adult survivors of recent or historical sexual assaults as well as for families and friends of survivors.
- Assesses safety of the caller.
- Identifies need for emergency medical or police intervention, and will encourage the caller to call 911, or will offer to call on the caller's behalf.
- Encourages medical follow-up when necessary.

- Refers the caller to the DVSARP if the sexual assault has occurred within the last 72 hours.
- If no emergency services are required, provide information about services available at SACQD and within the community.
- If the caller chooses not to seek medical attention or not to report the assault to police, the volunteer will continue to provide emotional support for the caller.

ACCOMPANIMENT SERVICES

- A Sexual Assault Worker (SAW) will attend at police station and/or hospital with the victim of a recent sexual assault to provide emotional support and information.
- The SAW will inform the victim that they have a right to have a support person from SACQD present during medical examination, if they choose; have a support person who is not from SACQD with them; have all procedures explained by the DVSARP nurse before they are performed; ask that the police officer leave the room; or not be called; and ask for a break at any time during the exam, or refuse the collection of any specific piece of evidence.
- Ensure that the victim has a safe place to stay and facilitate arrangements for emergency shelter, if necessary.
- When requested, a SAW will arrange to meet a victim at the police station. The SAW will provide emotional support, information and advocacy on her/his behalf, should it be requested. A SAW may be present as a neutral support person when a statement is taken by police. The SAW understands that, when present for a statement, they must not interfere, with the interview process or speak on behalf of the survivor.
- As an advocate, the SAW may request on behalf of the victim that discussions take place in a private location; ask for a break in questioning; or ask for clarification of any question.

COUNSELLING SERVICES

Outreach counseling is available in Picton, Madoc, Bancroft and Trenton.

- Short term and long term individual counseling for adult survivors of sexual violence. 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 are available.
- Support groups are available for parents of children that have been sexually assaulted and for partners of sexual assault victims.

EDUCATION SERVICES

- Public Education Presentations are available on all issues pertaining to sexual violence.
- Extensive lending library, including resources for heterosexual, bisexual, gays & lesbians, transgender, culturally diverse, persons with disabilities, female and male survivors of sexual abuse.
- Take away packages are available on issues of sexual violence i.e. male survivors, female survivors, child sexual abuse, date and acquaintance rape, etc .

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

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.

SACQD maintains representation on the QCCAV.