

# supporting Individuals Experiencing Family Violence

A Guide for the Public November 2023

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Adapted from: Strathcona County Family Support Services document  
<https://www.strathcona.ca/files/files/fcs-family-violence-tool-kit.pdf>

## What is family violence?<sup>1</sup>

Family violence is the attempts by one person in an intimate relationship to dominate and control the other. Family violence and abuse are used to gain and maintain total control over the other person. It may include a single act of violence, or several acts forming a pattern of abuse using assaultive and controlling behavior. This pattern of abuse may include:

- Psychological/mental abuse
- Physical/threat of physical abuse
- Verbal abuse
- Sexual abuse
- Emotional abuse
- Intellectual abuse
- Financial abuse
- Involving children through manipulation or threat of abuse
- Spiritual abuse
- Abuse of pets and property
- Social abuse
- Using social media
- Cultural abuse

Children who are exposed to abusive behavior directly (being abused themselves) or indirectly (witnessing the abuse) are at higher risk of developmental damage and developing long-term social and health consequences.

## What can I do if I think my neighbours, friends or family are experiencing family violence?

### Check-in

Find out how the person you are concerned about is doing. Sometimes it is as simple as sparking a conversation to show that you care.

### Support and Empathize

Share messages of support and empathy when someone discloses fear or experiences of family violence. Believe them, even if you haven't seen it and even if you know and care about the person harming them. Your response to a disclosure of family violence will significantly impact their ability to reach out and trust others.

<sup>1</sup> Retrieved from <https://www.asafeplace.ca/learn/about-abuse/am-i-being-abused>

## **Help Find Support**

Refer them to a professional (see resources on the next page for a list of supports). Do not take on the role of “protector” for someone in this situation. It is important to seek out an expert for support as family violence can quickly escalate, particularly when the victim is contemplating leaving.

## **Assurance**

If the individual experiencing family violence is not ready to take action, respect this and assure them they can reach out for support at any time.

Hinton Family and Community Support Services (FCSS) is here to support you. The team provides a safe channel to talk about family violence concerns or experiences. Individuals who contact FCSS regarding family violence will have their stories heard and get support creating a plan and accessing important resources such as counselling services, support to meet basic needs or a safe place to stay.

## Community Supports and Resources for Family Violence

Organization	Description	Phone Number
<b>911 Emergency Line</b>	If you or someone you know is in immediate danger	<b>Text/Call 911</b>
<b>Hinton Family and Community Support Services</b>	FCSS is a preventative social services organization offering a number of programs and services for individuals and families of all ages, with a focus on confidential, supportive listening and appropriate community referrals for clients. <a href="https://www.hinton.ca/283/Family-and-Community-Support-Services">https://www.hinton.ca/283/Family-and-Community-Support-Services</a>	<b>780-865-6013</b>
<b>Abuse Helpline</b>	If you suspect an adult or child is being abused or neglected, the provincial abuse helpline will connect you to resources, supports, services and referrals to address your concerns. Callers can remain anonymous.	<b>1-855-4HELPAB 1-855-443-5722</b>
<b>Alberta Supports</b>	Alberta Supports can help residents to access more than 30 programs and 120 services for seniors, people with disabilities, job seekers, parents and families, homelessness, financial assistance, abuse, and family violence prevention. <a href="https://www.alberta.ca/alberta-supports">https://www.alberta.ca/alberta-supports</a>	<b>780-644-9992</b>
<b>Family Violence Information Line</b>	Get help anonymously 24/7 in more than 170 languages. Webchat is available on the website.	<b>310-1818</b>
<b>Child Abuse Hotline</b>	Support line for reporting children being neglected, abused or sexually exploited. If you believe a child is at risk, you must report it. Help is available in multiple languages 24/7.	<b>1-800-387-5437</b>
<b>Alberta 211</b>	Alberta 211 is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in over 150 languages. You can call 211 or text 211 for confidential inquiries and referrals. <a href="https://ab.211.ca/">https://ab.211.ca/</a>	<b>Call 211</b>
<b>Hinton RCMP</b>	If you suspect someone is experiencing any type of family violence or if you are a victim of family violence... <ul style="list-style-type: none"> <li><a href="https://www.rcmp-grc.gc.ca/cyccp-cpcj/violence/fv-vf/index-eng.htm">https://www.rcmp-grc.gc.ca/cyccp-cpcj/violence/fv-vf/index-eng.htm</a></li> </ul>	<b>780-865-5544 (24 Hour non-emergency report line)</b>
<b>Hinton Friendship Centre</b>	<b>Mamowichihitowin Program (Community Wellness Program)</b> provides clinical therapy services to families and individuals experiencing the effects of familial sexual abuse and other forms of violence resulting from multi-generational trauma. <a href="https://www.fchinton.com/programs-services">https://www.fchinton.com/programs-services</a>	<b>780-865-5189</b>
	<b>The West Yellowhead Domestic Violence Program</b> provides treatment services to men who are involved in the legal system or mandated by the courts to attend treatment due to spousal violence. In appropriate circumstances, referrals may also be made by Child Protection Services. The treatment will involve an individual risk assessment, on-going collaboration with community partners, and if deemed appropriate group treatment. As well, the program will conduct partner safety checks during the client's involvement with the program, approximately three times over the duration of treatment. A referral form for this domestic violence programming can be accessed by calling the Hinton Friendship Centre. <a href="https://anfca.com/friendship-centres/hinton/">https://anfca.com/friendship-centres/hinton/</a>	<b>780-865-5189</b>
<b>Hinton General Hospital</b>	If you or someone you know is in danger and in need of immediate assistance, call 911. Provides a range of healthcare services including a 24/7 emergency department.	<b>780-865-3333</b>
<b>Hinton Valley Medical Clinic</b>	Health care professionals are trained to assist you in situations of family violence. Talk to your doctor or another health care provider if you are experiencing family violence or family conflict that is causing you concern.	<b>780-865-3338</b>

<b>Hinton Employment and Learning Place (HELP)</b>	Career and Employment Information Services, Freddy's Homelessness Day Space and Resource Room - Meals and a support worker available. Resource Room includes: washer and dryer, computer access, mailbox, wheelchair accessible shower, safe document storage, personal hygiene items. Fetal Alcohol Spectrum Disorder Supports and services, Foundational learning opportunities for adults, Newcomer supports. <a href="https://hintonhelp.ca/">https://hintonhelp.ca/</a>	<b>780-865-1686</b>
<b>Hinton Victim Services</b>	Victim Services works in partnership with the RCMP to assist victims of crime and trauma with the community of Hinton. Staff and Volunteer Advocates are trained to offer support and agency referrals in a caring and nonjudgmental manner.	<b>780-740-2227</b>
<b>Protection for Persons in Care</b>	Protection for Persons in Care requires the reporting of abuse of adult clients receiving care in publicly funded facilities or support services.	<b>1-888-357-9339</b>
<b>Yellowhead Emergency Shelter</b>	The Yellowhead Emergency Shelter (YES) offers confidential crisis line and family violence support 24 hours per day, 7 days per week. YES offers short-term, safe accommodation for women with or without children as well as other people in crisis. They also offer family violence support through their Outreach Support Worker and may be able to provide personal necessities such as food and clothing. <a href="https://acws.ca/shelters/yellowhead-emergency-shelter/">https://acws.ca/shelters/yellowhead-emergency-shelter/</a>	<b>1-800-661-0937 780-865-5133</b>
<b>Yellowhead Elder Abuse Response Network</b>	The Yellowhead Elder Abuse Response Network is a group of organizations and agencies working together to address elder abuse in the Yellowhead, Edson, and Hinton region. If you are an older adult who is 55 years of age or over and are experiencing mistreatment, you can be referred to the program coordinator to explore possible solutions.	<b>780-865-6036</b>
<b>Alberta SPCA</b>	SPCA registered charity dedicated to the welfare of animals through enforcement of animal protection legislation and through community education <a href="https://www.albertaspca.org/">https://www.albertaspca.org/</a> .	<b>1-800-455-9003</b>