



A guide to finding  
services that can **HELP YOU**

# Information for **PEOPLE** in an **Abusive Relationship**

This guide also provides helpful  
information for friends, families  
and neighbours who care.

2024 EDITION

# Table of Contents

Introduction . . . . .	1
<b>Information for Victims . . . . .</b>	<b>2</b>
Crisis Situations . . . . .	5
911 . . . . .	5
Anderson House . . . . .	6
Chief Mary Bernard Memorial Shelter . . . . .	7
The Salvation Army Bedford MacDonald House . . . . .	8
Mental Health Crisis Response . . . . .	9
Information and Support . . . . .	11
Victim Services . . . . .	11
Outreach Coordinators, Family Violence Prevention Services Inc. . . . .	12
PEI Rape and Sexual Assault Centre . . . . .	14
Community Mental Health Services . . . . .	16
Addiction Services Family Program . . . . .	17
Le Groupe Consultatif Communautaire Evangeline (ECCG) . . . . .	18
Community Legal Information . . . . .	19
Family Service PEI . . . . .	21
UIPEI's Sexual Violence Prevention and Response Office (SVPRO) . . . . .	22
Mobile Mental Health Service . . . . .	23
<b>Information for Individuals Whose Behaviour is Abusive . . . . .</b>	<b>24</b>
Information and Support . . . . .	27
Clinical Services (Turning Point for Men, Emotion Regulation Program, Sexual Offence Assessment and Treatment Program) . . . . .	28
Outreach Coordinators, Family Violence Prevention Services Inc. . . . .	32
Family Service PEI . . . . .	33
Community Mental Health Services . . . . .	34
Mental Health Crisis Response . . . . .	35
Addiction Services . . . . .	37
Mobile Mental Health Service . . . . .	38

---

# Introduction

**ANY PERSON OF ANY GENDER** can be a victim of abuse. Abuse in relationships can affect people from any demographic — cultural, national and ethnic origin, socio-economic status, education, gender, age and physical or mental ability.

Abuse can take many forms, which can include: harassment, verbal abuse, threats, financial abuse, psychological abuse, emotional abuse, spiritual abuse, neglect, damage to property, injury to pets, physical abuse, sexual abuse, and homicide.

Perhaps you haven't considered that you are the victim in an abusive relationship. Perhaps you haven't considered that your behaviour may be abusive and hurtful in a relationship. No matter what your role; ABUSE is not okay. It's not right. It's very damaging.

Being able to recognize abusive behaviour is an important step in moving forward. The next step is to seek help and support.

**The purpose of this guide is to provide information about services in Prince Edward Island that can help you. When you contact any of the included organizations, they will work with you to get the help you need.**

This guide contains information for individuals who identify as a victim, or as someone whose behaviour is abusive, or both. It also contains valuable support information for neighbours, friends or family members who care.

The beginning of this guide contains information for victims of abuse. The latter part of this guide contains information for those individuals whose behaviour is abusive.

## NOTE REGARDING SAFETY:

If you are afraid of what might happen if someone sees this booklet or your notes, keep it in a safe and secure place. For instance, if there are no places in your home that you feel would be a safe or secure place to keep this booklet, keep it in a private space at work where no one could access it.

---

# Information for Victims

---

# You don't deserve to be abused.....

## You deserve to be treated with complete RESPECT

### Warning Signs of Abuse:

Does your partner:

- Always have to be right?
- Use putdowns?
- Decide what to do, where to go, and when to do it?
- Try to tell you how to wear your hair or what clothes to wear?
- Criticize you all the time?
- Say you are too fat, too skinny, ugly, or stupid?
- Tell you that you are a bad parent to offend and/or hurt you?
- Call you humiliating names?
- Insist on controlling all the money?
- Threaten suicide if you leave?
- Get upset or jealous when you do things alone with your friends?
- Send harassing text messages or phone calls asking where you are, what you are doing and who you are with?
- Insult the type of work you do or the kind of courses you take at school?
- Force you to have sex when you do not want to?
- Threaten to hit you, harm your pets or break things?
- Slap, kick or punch you?
- Hack into your Facebook or email account?
- Hurt your kids?

If you answer 'yes' to any of these questions, you may be involved in an abusive relationship. This can be difficult, but you are not alone. There are many resources, services and people available to help you.

---

## ***For Family, Friends and Neighbours***

***Always keep yourself safe. Never get in the middle of violent situation. Always call the police in an emergency.***

You may know someone who is in an abusive relationship. This knowledge can put you in a difficult position, especially if they are a close friend or family member.

### **Here are some tips when approaching someone you suspect is being abused:**

- Choose the right time and place to have a full, safe discussion
- Use examples of things you've seen and observed
- Remain supportive, especially if they become defensive
- Don't get angry with them
- Provide resources and options
- Express concern for their safety and the safety of their children
- Listen to their concerns/fears
- Call the police if anyone's safety is in jeopardy

### **If the abuse is denied:**

- Be aware that people who are abused will often minimize the impact and deny that anything is wrong. They may state that the situation isn't that bad or may blame themselves for the abuse. This kind of denial usually comes from fear.
- Keep your conversation focused on your concerns for the family's safety and well-being and reiterate that abuse is never okay.
- Keep the lines of communication open and look for opportunities to help them find support.

*\*Adapted with permission from the Centre for Research and Education on Violence against Women and Children from materials produced by the Ontario Women's Directorate and CREVAWC for their Neighbours, Friends and Families campaign.*

---

# CRISIS SITUATIONS

## Call 911

Island-wide 24 hours a day / 7 days a week

No fees

### Local RCMP:

- Charlottetown (902) 368-9300
- Summerside (902) 436-9300
- Alberton (902) 853-9300
- Montague (902) 838-9300
- Souris (902) 687-9300

### Local Police:

- Charlottetown (902) 629-4172
- Summerside (902) 432-1201
- Kensington (902) 836-4499

**If you feel that you are not safe and not able to leave, call 911. If there is immediate danger to either you or your children, call 911. If you are witnessing abuse, call 911.** An operator will connect you to local Police in your area for support. The operator will ask you for your phone number (in case of a disconnection), your location/civic address, and if there are any injuries. If there is a disconnection, the 911 operator will attempt to call you back. If you do not answer but had indicated that there was a domestic situation, 911 will notify the Police of your situation and location, and police will come to your location to help you.

---

## Anderson House

1-800-240-9894 (toll free)

(902) 892-0960 (Charlottetown area)

24 hours a day / 7 days a week

You can contact the numbers above by text, or reach us via chat (fvps.ca) from 7am to 10pm daily.

shelter@fvps.ca / danya@fvps.ca / admin@fvps.ca

www.fvps.ca/services

No fees

### **Anderson House recommends you bring:**

- Photo id/drivers license
- Important documents/records (i.e. bank)
- Young child's favorite toy/special blanket
- House/apartment keys
- Any medications you or your children may be taking
- Phone charger

Anderson House provides a substance-free emergency shelter for women and their children, as well as an Island-wide – 24 hour crisis line. Anyone can call Anderson House for information in regards to services. As a woman, trans or non-binary individual calling for shelter, there are a number of basic questions you will be asked as a part of the intake process. There are no fees for your room or food at the shelter. If you are leaving your situation in an emergency, the shelter can provide basic hygiene supplies and clothing for you and your children. They will provide short-term, emergency shelter while you work with shelter staff on planning for your safety, exploring housing options and creating contacts to support you in your next steps.

Due to COVID-19, there may be restrictions in place at Anderson House to protect both residents and staff. This may include restrictions on outings or visitors to the shelter. We appreciate your understanding during these difficult times. We are making every attempt to ensure we meet residents' needs in the safest way possible.



---

# Chief Mary Bernard Memorial Women's Shelter

1-855-297-2332 (toll free)

(902) 831-2332 (Lennox Island)

24 hours a day / 7 days a week

womensshelter@lennoxisland.com

[www.cmbmws.ca](http://www.cmbmws.ca)

No fees

Male children 14 years and younger can stay.

Lennox Island Band Members can apply for the 1 year stay.

**Chief Mary Bernard Memorial Shelter  
recommends you bring:**

- Photo ID
- Health Card

Chief Mary Bernard Memorial Women's Shelter provides emergency shelter for Aboriginal and non-Aboriginal women and their children experiencing family violence and homelessness. There is no fee for your room or food at Chief Mary Bernard Memorial Women's Shelter. The shelter has programs that will help you with life skills, parenting skills as well as employment support. Shelter staff will also provide a variety of information and resources to meet individual needs. Emergency stays at the shelter can be up to six weeks. Aboriginal women who have left a violent relationship or who find themselves in a homeless situation can apply and be assessed for a one year stay at the shelter.

Please be advised, women are now asked some COVID-19 screening questions prior to completing an intake.

---

## **The Salvation Army**

Bedford MacDonald House

184 Weymouth Street, Charlottetown

8:00 p.m. - 8:00 a.m. / 7 days per week

Available beds are reserved by calling the Shelter Support Line:  
1-(833)-220-4722.

No fees apply

Located in Charlottetown, The Salvation Army Bedford MacDonald House provides low-barrier shelter services for men, aged 18 and older, who find themselves in homeless situations.

The Bedford MacDonald House is open from 8:00pm-8:00am.

Individuals may stay for up to 21 days in succession. Light snacks and coffee are provided. They will have access to a Caseworker who will make an appointment to meet during the day, helping explore individual needs.

---

## **Mental Health Crisis Response**

Mental health staff are available through the Emergency Departments at the Queen Elizabeth Hospital and Prince County Hospital.

### **Charlottetown**

Queen Elizabeth Hospital - Emergency Department

60 Riverside Drive

Charlottetown

Mental Health Crisis Response Hours:

Monday to Sunday 8:00 a.m. – 8:00 p.m.

### **Summerside**

Prince County Hospital - Emergency Department

65 Roy Boates Avenue

Summerside

Mental Health Crisis Response Hours:

24/7

No fees

Experienced mental health staff provide a prompt response to people with a mental health emergency through the provincial mental health crisis response system.

## **QEH**

Experienced mental health staff provide a prompt response to people with a mental health emergency. Mental health crisis response is currently based in the Emergency Department of the Queen Elizabeth Hospital in Charlottetown. The referrals come from the Emergency Department Physicians - it is important to note that a person cannot just come in to the Emergency Department to see a Crisis Response Nurse only. An RN is on a twelve hour shift daily, 0800-2000h. Working in collaboration with the ED Physician, disposition is determined based on the patient's priority needs.

## **PCH**

Experienced mental health staff respond to people with a mental health emergency. Mental health crisis response is currently based in the Emergency Department of the Prince County Hospital in Summerside. Those who present with a mental health emergency will be assessed by a crisis response nurse or social worker and referred to the most appropriate service, which may be a physician or other mental health clinician/service.

Mental health staff work closely with the Emergency Department physicians to determine the most appropriate level of service. This initiative can be effective for evaluating suicide risk and client safety.

People may call hospital switchboard at 438-4200 and ask to be connected to the mental health crisis response office. Confidential voicemail is checked daily.

---

# INFORMATION AND SUPPORT

## Victim Services

Charlottetown: (902) 368-4582

Summerside: (902) 888-8218

Monday to Friday, days

[www.gov.pe.ca/jps/victimservices](http://www.gov.pe.ca/jps/victimservices)

Summerside email: [victimservicessummerside@gov.pe.ca](mailto:victimservicessummerside@gov.pe.ca)

Charlottetown email: [victimservicescharlottetown@gov.pe.ca](mailto:victimservicescharlottetown@gov.pe.ca)

Free

Victim Services provides free, confidential services to individuals and families who have been victims of violence, or any other crime. Workers can explain the court process, the justice system, and the status of your case. They can provide short-term counselling, help to prepare a victim impact statement or community impact statement, provide information regarding recovery of financial losses and make referrals for support services needed. They can act as a liaison between you and the other members of the criminal justice system. Victim Services will also help you assess risk, make a safety plan and can help you obtain an Emergency Protection Order (EPO) if needed. You do not have to involve police to access the services of Victim Services.

Check [www.legalinfopei.ca](http://www.legalinfopei.ca) for more information regarding:

- Emergency Protection Orders (EPOs)
- Safety Planning

---

## Outreach Coordinators

### Family Violence Prevention Services Inc.

West Prince: (902) 859-8849, email: wp@fvps.ca

East Prince: (902) 436-0517, (902) 888-3310  
email: ep@fvps.ca

Eastern PEI: (902) 838-4600 ext 23, email: epei@fvps.ca

Queens: (902) 566-1480 ext. 224, email: gloria@fvps.ca

Men's Services (902) 894-3354, email: mensservices@fvps.ca

Free

**West Prince:** O'Leary, Alberton, Tignish, Ellerslie and surrounding area

**East Prince:** Summerside and surrounding area

**Eastern PEI:** Souris, Montague, Georgetown and surrounding area

**Queens:** Charlottetown, Stratford, Cornwall and surrounding area

Outreach Coordinators provide support to individuals and their children who have been victimized by violent relationships. Highly experienced Outreach Coordinators are available throughout the Island, generally Monday to Friday 8:00 a.m. - 4:00 p.m. These hours are often flexible and Outreach Coordinators can meet with you in a safe place of your choosing; whether that is your home, their office or perhaps a local coffee shop. Outreach coordinators also work in the evenings giving presentations and community group/education sessions. Outreach service is free, confidential and only Outreach Coordinators listen to their voicemail messages. Your call will be returned within a day or two if not sooner. If it isn't safe to leave your phone number, call back and/or call Anderson House for support (toll free 1-800-240-9894 or (902) 892-0960). No question or concern is too small. Outreach Coordinators will support you to get the information and services you need.

---

During active outbreaks of COVID-19, all efforts will be made to ensure client and worker safety. Meetings may happen electronically or there may be other measures in place. We are making every attempt to ensure we meet clients' needs in the safest way possible.

---

## **PEI Rape and Sexual Assault Centre**

Main Office Number: (902) 566-1864 or  
toll free 1-866-566-1864

Counselling Services: (902) 368-8055 or  
toll free 1-888-368-8055

Monday to Friday 9:00 a.m. - 4:30 p.m.

[www.peirsac.org/](http://www.peirsac.org/)

Free

The PEI Rape and Sexual Assault Centre provides counselling services to survivors of recent or historic sexual assault or childhood sexual abuse. They provide services in Charlottetown, Summerside and Alberton. The main office is in Charlottetown, with limited service in the Summerside and Alberton areas.

PEIRSAC Therapy Services are:

- Adults of all genders (12 years and older)
- Free of charge
- Confidential
- Provided by professional therapists who are experienced and trained in trauma recovery
- As well as individual therapy, PEIRSAC also offers groups for men who have experienced sexual abuse, and for survivors on our wait list.



---

To make a request for counselling, please call (902) 368-8055. You will be asked to leave a confidential voice mail message which includes: your name, number and whether staff can leave a detailed message at that number. When an administrator returns your call, they will ask you a series of questions to gain an appreciation of your situation. If you have been sexually assaulted recently, your request will be prioritized; survivors of historic sexual assault or childhood sexual abuse will be seen as soon as possible, but there may be a wait list.

Unfortunately, the Centre is not able to operate a crisis support line and therefore is not able to guarantee that a therapist will be available for immediate response. If you are feeling overwhelmed, please contact your nearest hospital emergency department or call 911.

During this time of COVID19 we are still accepting new requests for service on our Counselling Request Line (902) 368-8055. For our existing clients, we continue to offer some face-to-face therapy sessions observing Public Health protocols, as well as over-the-phone and online counselling.

---

## Community Mental Health Services

Charlottetown: (902) 368-4430

### **Bilingual services available:**

Summerside: (902) 888-8180

Montague: (902) 838-0960

Souris: (902) 687-7110

O'Leary: (902) 853-8670

Alberton: (902) 853-8670

Community Mental Health Services provides a broad range of therapeutic mental health services to children, adolescents and adults. Services include individual, family and group counselling. Referrals can be made by your doctor or you can call and request service. When you make the initial call, the receptionist will take your name and phone number. An Intake Worker will call you back as soon as possible for an assessment to determine the best service for you. **There are no fees for service** with Community Mental Health Services. For more information, please visit: <https://www.princeedwardisland.ca/en/information/health-pei/community-mental-health-services> or [pei.bridgethegapp.ca](http://pei.bridgethegapp.ca)

---

## Addiction Services Family Program

Toll free: 1-888-299-8399

Alberton: (902) 853-8670

Montague: (902) 838-0960

Souris: (902) 687-7110

Charlottetown: (902) 368-4120

Summerside: (902) 888-8380

Addiction Services provides a broad range of therapeutic services to children, adolescents and adults. Services include individual, family and group counselling. Referrals can be made by your doctor or you can call and request service. When you make the initial call, the receptionist will take your name and phone number. An Intake Worker will call you back as soon as possible for an assessment to determine the best service for you. **There are no fees for service** with Addictions Services. For more information, please visit:

<https://www.princeedwardisland.ca/en/information/health-pei/community-mental-health-services>

or [pei.bridgethegapp.ca](http://pei.bridgethegapp.ca)

---

## **Le Groupe Consultatif Communautaire Evangeline (ECCG)**

(902) 854-2699 / (902) 439-1147 (cell phone)

Wellington

7:00 a.m. - as needed

We serve francophone residents in the 6 regions of the  
Commission scolaire francophone de l' ÎPÉ.

Free

The ECCG in Wellington provides free services in both French and English to men, women and children. Anyone can call for support services or referral information as well as to find out about programs which exist in local communities and on the provincial level. The ECCG works with prevention services for families experiencing domestic violence; abuse and harassment of children, youth and older adults; frauds and scams; cyber safety; bullying in the home/school/workplace and in sports.

---

## **Community Legal Information**

Call: 1-800-240-9798 (toll free)

(902) 892-0853 (Charlottetown)

Email: [info@legalinfopei.ca](mailto:info@legalinfopei.ca)

Social media: [@legalinfopei](#)

Website: [legalinfopei.ca](http://legalinfopei.ca)

Address: 53 Grafton street, Suite 202, Charlottetown, PE C1A 1K8

Hours: Monday to Thursday 8:00 a.m. - 4:00 p.m. (Inquiry line answered Monday to Thursday 9:00 a.m. to 3:30 p.m. only)

Community Legal Information (CLI) is a registered charity that gives Islanders information about the law and the justice system. Services include their inquiry line, lawyer referral service, publications, and do-it-yourself kits.

Get free and confidential legal information by email, phone, or website chat. If you need advice from a lawyer, the Lawyer Referral Service may be able to provide a low-cost consultation session. CLI's free, plain language publications are available on their website and in print. You can purchase a low-cost Uncontested Divorce Kit or Power of Attorney Kit through CLI's website.

### **Renting PEI**

Call: 902-940-5368

Email: [renting@legalinfopei.ca](mailto:renting@legalinfopei.ca)

Social media: [@rentingpei](#)

Website: [rentingpei.ca](http://rentingpei.ca)

Address: 53 Grafton St., Charlottetown, PE C1A 1K8

Hours: Monday to Friday 9:00 am to 3:30 pm

Renting PEI provides free legal information and low-cost lawyer referrals to tenants and landlords on PEI.

## **RISE Program**

Call or text: 902-218-6143

Email: [rise@legalinfopei.ca](mailto:rise@legalinfopei.ca)

Social Media: [@riseprogrampei](#)

Website: [www.risepei.com](http://www.risepei.com)

RISE program provides free legal resources and support to people who have experienced sexual violence, workplace sexual harassment, or intimate partner violence.

Our legal resources include:

- Legal information.
- Up to 4 hours of free legal advice from a trauma informed lawyer.
- Support navigating the justice system.
- Referrals to other community support services.

Our services are confidential. We are here to help.

To be eligible for this program, you must be:

- someone who experienced sexual violence, intimate partner violence, or workplace sexual harassment.
- A current PEI resident and/or you experienced the violence on PEI.
- At least 16 years of age or older.

---

## Family Service PEI (FSPEI)

Charlottetown: (902) 892-2441

Summerside: (902) 436-9171

Monday to Friday 8:30 a.m. - 4:30 p.m.

[reception@familyservice.pe.ca](mailto:reception@familyservice.pe.ca)

[www.fspei.ca](http://www.fspei.ca)

See below for more information about fee structure

### **Therapeutic Counselling:**

- FSPEI provides trauma informed therapeutic counselling services to children, adolescents and adults including individual, couples and family counselling.

### **Financial Counselling:**

- Unbiased and non-judgmental assistance to help you understand your financial situation, identify options and work towards your goals including developing a budget, savings plan or dealing with debt

Family Service PEI keeps confidentiality and the need for the safety of all clients at the highest level of priority. To make a request for counselling, please contact our office by phone or email. If you leave a message, please indicate whether staff can leave a detailed message at that number. When an administrator returns your call, they will ask you a series of questions, provide information about our services and arrange an intake call with one of our Clinical Therapists. Persons experience family violence and other forms of abuse are given priority assignment but there may be a wait list.

There is a fee for Therapeutic Counselling; however, no one is turned away due to a lack of insurance or funds. Fee subsidies and waivers are available. Financial counseling services are provided free of charge.

---

## **UPEI's Sexual Violence Prevention and Response Office (SVPRO)**

Main Office Number: 902-620-5090

Email: [sv-pro@upei.ca](mailto:sv-pro@upei.ca)

Office Hours: 8am-4pm Monday to Friday

Location: Kelley Memorial Building, 1st Floor, Room 117-A, UPEI

Fee: Free to all University community members (Students, Faculty, Staff, Contracted employees)

The Sexual Violence Prevention and Response Office (SVPRO) is the University office with primary responsibility to help persons in the University Community affected by sexual violence. The SVPRO coordinates supports and resources for those who have experienced sexual violence, receives disclosures and complaints, facilitates safety planning, and assists survivors through the complaint process.

Depending on the circumstances of the incident and the needs and wishes of the person disclosing and/or reporting the SVPRO can assist with:

- Referrals to University resources and community agencies;
- Referrals to medical services;
- Academic / workplace accommodations;
- Housing relocation for students living in residence;
- Coordination of safety planning;
- Access to emergency housing;
- Coordination emergency financial assistance;
- Referrals to on and off campus counselling services;
- Information about reporting options;
- Decision-making and navigating University processes;
- Managing the flow of information among departments or offices where necessary;
- Coordinating with other institutions, where a student may be cross-registered, in respect of access to supports and accommodations



---

## Mobile Mental Health Service

Phone support is available 24 hours a day, 7 days a week through our Mental Health and Addiction Access line: 1-833-553-6983.

The Mobile Mental Health Service team helps provide Islanders of all ages with mental health support and resources. Mental health support is given over the phone or in person.

The team includes experienced mental health professionals Social Workers, Registered Nurses and Paramedics. The Mobile Mental Health Service is operated by Medavie Health Services in partnership with Health PEI and the Department of Health and Wellness.

When you call, the team will:

- provide immediate crisis support and triage over the phone and visit you in person, if requested.
- assess your situation, current supports, and resources
- help you access follow-up services
- consult with your existing supports and services
- provide follow up calls and supports

---

# Information for Individuals Whose Behaviour is Abusive

---

Do you worry that you are hurting or harming someone close to you? Understanding your own abusive behaviour is very valuable and can be an important first step toward making a change not only for yourself, but also for the loved ones in your life.

There are many people who find it challenging to manage their anger. People often blame their anger as a cause of being abusive. Anger is NEVER an excuse for being physically, verbally or emotionally abusive. There are many strategies for dealing with and managing anger. It is important to find ways to express your anger in ways that are not damaging or dangerous.

No one else is ever responsible for your abusive behaviour. No one else could ever make you abuse them. Being abusive is always a choice.

Some times in abusive relationships, both the victim and the abuser blame drugs and/or alcohol for the abuse. Although substance abuse is a factor, **it is not the REASON for violence.**

If you don't seek help, your abusive behaviour can increase and you could cause serious, lasting harm to someone you care about.

There are legal consequences to being abusive. Violence and threats of violence can result in arrest and criminal charges.

It can be difficult to admit that your behaviour is abusive, but you are not alone. There are many resources, services and people available to help you.

***For Family, Friends and Neighbours  
Always keep yourself safe. Never get in the middle of violent  
situation. Always call the police in an emergency.***

You may know someone who is being abusive to their partner. Your knowledge of this can put you in a difficult position, especially if they are a close friend or family member.

---

**Here are some tips when approaching someone you suspect is being abusive:**

- Choose the right time and place to have a full discussion.
- Approach them when they are calm.
- Inform them that their behaviour is their responsibility. Avoid making judgmental comments about them as a person. Don't validate attempts to blame others for their behaviour.
- Don't try to force change or force the person to seek help. Tell them that you are concerned for the safety of their partner and children.
- Never argue with about their abusive actions. Recognize that confrontational, argumentative approaches may make the situation worse and put victims at higher risk.
- Call the police if anyone's safety is in jeopardy.

**If the person denies the abuse:**

- Be aware that people who are abusive will often minimize the impact and deny that they have done anything wrong. They may state that it isn't that bad or blame the victim for their actions. This type of behaviour deflects their own responsibility for their actions.
- Keep your conversation focused on your concerns for the family's safety and well-being and reiterate that abuse is never an answer.
- Keep the lines of communication open and look for opportunities to help them find support.

*\*Adapted with permission from the Centre for Research and Education on Violence against Women and Children from materials produced by the Ontario Women's Directorate and CREVAWC for their Neighbours, Friends and Families campaign.*

**The following counselling services outlined throughout this Guide offer supports for someone who identifies as having abusive behaviours toward their partner.**

---

# INFORMATION AND SUPPORT

## **Community and Correctional Services: Clinical Services Team (Turning Point for Men, Emotion Regulation Program, Sexual Offence Assessment and Treatment Program)**

The Clinical Services team is a provincial resource which provides assessment and treatment to offenders and high risk community members. **The target populations of the teams' services are adults and youth involved in the justice system.** Self referrals and referrals from community agencies are also accepted.

Programs assist, support and treat individuals experiencing significant personal difficulties. These difficulties may be associated with criminal court interventions and behaviour that poses a risk of harm to self or others. The team also provides training, consultation and case management support.

---

## Turning Point for Men

Turning Point Coordinator

(902) 368-6392 or (902) 569-7684

[www.princeedwardisland.ca/en/information/justice-and-public-safety/turning-point-program](http://www.princeedwardisland.ca/en/information/justice-and-public-safety/turning-point-program)

Free

The Turning Point Program is an intimate partner violence (IPV) intervention/counseling program for men who want to stop their abusive/controlling behaviours in their intimate relationships with female partners. Turning Point is primarily a group program for men involved in the criminal justice system consisting of 10 to 12 weekly, three hour sessions. Groups are generally held in the evenings at no cost.

Program components include:

- what is abuse
- various forms of abuse
- power imbalances
- patterns of partner violence
- managing intense emotions
- impact of violence on children and female partners
- violence and substance use
- socialization
- respectful communication
- problem solving
- self care
- managing stress and developing an interpersonal/self control plan

---

Turning Point accepts referrals that are court ordered. Referrals are assessed prior to program entry to determine program readiness and compatibility. Turning Point is offered throughout the province at various times during the year. Men who have charges before the court relating to IPV are assessed after the court process is completed.

---

# Emotion Regulation Program

(902) 569-7684

Clinical Services

Community & Correctional Services

P.E.I. Department of Justice & Public Safety

Charlottetown, PEI

Free

Managing emotions including anger is the focus of the Emotion Regulation Program. Priority for the provision of service is to youth and adults who are referred from the criminal justice system. The program is offered in a group and/or individual sessions in various locations across the Province. The program offers a practical approach. It focuses on helping clients learn about their emotions and behaviours and develop skills.

## **Topics covered include:**

- the affect of anger on the body and mind
- the link between thoughts, feelings and behaviour
- anger and underlying emotions
- stuffing, escalating or directing feelings
- ways to decrease anger
- communication styles and their impacts
- managing stress
- problem solving



---

# Sexual Offence Assessment and Treatment Program

Sexual Offence Assessment and Treatment Program

Sexual Offence Assessment and Treatment Specialist

(902) 368-6391

Free

The purpose of this program is to provide skilled assessment and treatment to adults or adolescents who have engaged in, or who are at risk of engaging in, sexually deviant behaviour. Referrals come from the justice system. Self-referrals and referrals from other agencies also accepted.

---

## Outreach Coordinators

### Family Violence Prevention Services Inc.

West Prince: (902) 859-8849, email: [wp@fvps.ca](mailto:wp@fvps.ca)

East Prince: (902) 436-0517, (902) 888-3310  
email: [ep@fvps.ca](mailto:ep@fvps.ca)

Eastern PEI: (902) 838 4600, ext 23, email: [epei@fvps.ca](mailto:epei@fvps.ca)

Queens: (902) 566-1480 ext. 224, email: [gloria@fvps.ca](mailto:gloria@fvps.ca)

Men's Services 902-894-3354, email: [mensservices@fvps.ca](mailto:mensservices@fvps.ca)

Monday to Friday 8:00 a.m. – 4:00 p.m.

[www.fvps.ca/outreach-services/](http://www.fvps.ca/outreach-services/)

Free

**West Prince:** O'Leary, Alberton, Tignish, Ellerslie and surrounding area

**East Prince:** Summerside and surrounding area

**Eastern PEI:** Souris, Montague, Georgetown and surrounding area

**Queens:** Charlottetown, Stratford, Cornwall and surrounding area

Any individual who is abusive in a domestic relationship can call for information regarding referrals, available services and resources. PEI FVPS is piloting a program for early intervention for unhealthy relationships. A friend, family member or neighbour who recognizes abusive behaviour in a loved one can also call an Outreach Coordinator for support and information.

During active outbreaks of COVID-19, all efforts will be made to ensure client and worker safety. Meetings may happen electronically or there may be other measures in place. We are making every attempt to ensure we meet clients' needs in the safest way possible.

---

## Family Service PEI (FSPEI)

Charlottetown: (902) 892-2441

Summerside: (902) 436-9171

Monday to Friday 8:30 a.m. - 4:30 p.m.

[reception@familyservice.pe.ca](mailto:reception@familyservice.pe.ca)

[www.fspei.ca](http://www.fspei.ca)

See below for more information about fee structure

### **Therapeutic Counselling:**

- FSPEI provides trauma informed therapeutic counselling services to children, adolescents and adults including individual, couples and family counselling.

### **Financial Counselling:**

- Unbiased and non-judgmental assistance to help you understand your financial situation, identify options and work towards your goals including developing a budget, savings plan or dealing with debt

Family Service PEI keeps confidentiality and the need for the safety of all clients at the highest level of priority. To make a request for counselling, please contact our office by phone or email. If you leave a message, please indicate whether staff can leave a detailed message at that number. When an administrator returns your call, they will ask you a series of questions, provide information about our services and arrange an intake call with one of our Clinical Therapists. Persons experience family violence and other forms of abuse are given priority assignment but there may be a wait list.

There is a fee for Therapeutic Counselling; however, no one is turned away due to a lack of insurance or funds. Fee subsidies and waivers are available. Financial counseling services are provided free of charge.

---

## Community Mental Health Services

Charlottetown: (902) 368-4430

### **Bilingual services available:**

Summerside: (902) 888-8180

Montague: (902) 838-0960

Souris: (902) 687-7110

O'Leary: (902) 853-8670

Alberton: (902) 853-8670

Community Mental Health Services provides a broad range of therapeutic mental health services to children, adolescents and adults. Services include individual, family and group counselling. Referrals can be made by your doctor or you can call and request service. When you make the initial call, the receptionist will take your name and phone number. An Intake Worker will call you back as soon as possible for an assessment to determine the best service for you. **There are no fees for service** with Community Mental Health Services. For more information, please visit: <https://www.princeedwardisland.ca/en/information/health-pei/community-mental-health-services> or [pei.bridgethegapp.ca](http://pei.bridgethegapp.ca)

---

## **Mental Health Crisis Response**

Mental health staff are available through the Emergency Departments at the Queen Elizabeth Hospital and Prince County Hospitals.

### **Charlottetown**

Queen Elizabeth Hospital - Emergency Department  
60 Riverside Drive  
Charlottetown

Mental Health Crisis Response Hours:  
Monday to Sunday 8:00 a.m. – 8:00 p.m.

### **Summerside**

Prince County Hospital - Emergency Department  
65 Roy Boates Avenue  
Summerside

24/7

No fees

### **QEH**

Experienced mental health staff provide a prompt response to people with a mental health emergency.

Mental health crisis response is currently based in the Emergency Department of the Queen Elizabeth Hospital in Charlottetown. The referrals come from the Emergency Department Physicians - it is important to note that a person cannot just come in to the Emergency Department to see a Crisis Response Nurse only.

An RN is on a twelve hour shift daily, 08:00-20:00h. Working in collaboration with the ED Physician, disposition is determined based on the patient's priority needs.

---

## **PCH**

Experienced mental health staff respond to people with a mental health emergency. Mental health crisis response is currently based in the Emergency Department of the Prince County Hospital in Summerside. Those who present with a mental health emergency will be assessed by a crisis response nurse or social worker and referred to the most appropriate service, which may be a physician or other mental health clinician/service.

Mental health staff work closely with the Emergency Department physicians to determine the most appropriate level of service. This initiative can be effective for evaluating suicide risk and client safety.

People may call hospital switchboard at 438-4200 and ask to be connected to the mental health crisis response office. Confidential voicemail is checked daily.

---

## Addiction Services

Toll free: 1-888-299-8399

Alberton: (902) 853-8670

Montague: (902) 838-0960

Souris: (902) 687-7110

Charlottetown: (902) 368-4120

Summerside: (902) 888-8380

Addiction Services provides a broad range of therapeutic services to children, adolescents and adults. Services include individual, family and group counselling. Referrals can be made by your doctor or you can call and request service. When you make the initial call, the receptionist will take your name and phone number. An Intake Worker will call you back as soon as possible for an assessment to determine the best service for you. There are no fees for service with Addictions Services.

For more information,  
please visit: [https://www.princeedwardisland.ca/en/information/health-pei/ community-mental-health-services](https://www.princeedwardisland.ca/en/information/health-pei/community-mental-health-services)  
or [pei.bridgethegapp.ca](http://pei.bridgethegapp.ca)

---

## Mobile Mental Health Service

Phone support is available 24 hours a day, 7 days a week through our Mental Health and Addiction Access line: 1-833-553-6983.

The Mobile Mental Health Service team helps provide Islanders of all ages with mental health support and resources. Mental health support is given over the phone or in person.

The team includes experienced mental health professionals Social Workers, Registered Nurses and Paramedics. The Mobile Mental Health Service is operated by Medavie Health Services in partnership with Health PEI and the Department of Health and Wellness.

When you call, the team will:

- provide immediate crisis support and triage over the phone and visit you in person, if requested.
- assess your situation, current supports, and resources
- help you access follow-up services
- consult with your existing supports and services
- provide follow up calls and supports





**PREPARED BY:**  
Interministerial Women's Secretariat,  
Department of Education and Lifelong Learning

DG-1766