

FAMILY VIOLENCE PROJECT

Peace
Starts
At Home

FVP FACT SHEET

On January 1, 2006 Family Violence Project of Waterloo Region opened its doors, providing a consistent, comprehensive and holistic response to victims of family violence. Domiciled at the Catholic Family Counselling Centre, the Project collaborative currently boasts more than 150 professionals representing eleven agencies/ services dedicated to domestic violence intervention and prevention. Modelled after the "San Diego Family Justice Center," this holistic response to domestic violence intervention and prevention represents a Canadian first.



Family Violence Project Region of Waterloo, Kitchener, Ontario, Canada

Partners

- Catholic Family Counseling Centre (CFCC) – Personal Counselling
- CFCC – Credit Counselling
- Community Action Program for Children
- Waterloo Region Police Services - Domestic Violence Unit
- Waterloo Region Police Services - Victim Services Unit
- Sexual Assault/Domestic Violence Treatment Centre
- Women's Crisis Services of Waterloo region
- Family & Children Services of Waterloo region
- Ministry of the Attorney General - Crown Attorney's Office
- Ministry of the Attorney General – Victim/Witness Assistance Program
- Elder Abuse Response Team Collaborative Partners:
 - Community Care Access Centre
 - Waterloo Regional Police Services

Collaboration

- Agencies/Services work collaboratively as well as independently
- Sole location or satellite office

Community Demographics

- Population: 508,000
- Home to 2 universities/1 college with over 54,000 "transient" students
- 1,382 square kilometres
- Cities: Kitchener, Waterloo, Cambridge
- Large rural areas, small towns/villages
- Multicultural and multi-faith influences with over 100 different cultures

Name:
Family Violence Project
Region of Waterloo

Date Launched:
January 1, 2006

Location:
400 Queen Street, South,
Kitchener, Ontario, Canada
N2G 1W7

Staff:
More than 150 Professional
and Volunteers

Governance

Each Service/Agency is governed independently through its own Board of Directors with an Executive Director.

The Family Violence Project has a Co-ordinator who reports to Catholic Family Counseling Centre Executive Director and works with and supports all services/agencies.

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Funding

- Each Service/Agency has independent funding. Funding sources include: United Way, Ministry of Attorney General, Ministry of Community and Social Services, Ministry of Health, Regional Municipality of Waterloo
- Co-ordinator's position funded through Ministry of Attorney General grant

Intake System: Multiple Access Points

- Clients can access any of the services directly or be linked with other services of their choice.
- Walk-in or telephone clients who are uncertain as to best access point are connected to CFCC Intake Department.
- The Project espouses the right for clients to self-direct how they are supported.



We Will Walk Through This Together

How the Family Violence Project Makes A Difference

"There are moments that just happen here," says CFCC Intake Coordinator Sue Coulter, "where things just come together and you say aha, this is why this works so well."

All eleven of the existing co-located partners will tell you the same thing. They all have similar stories about terrified individuals who come through the door asking for help. "When someone comes in," says FVP Coordinator Pam Mank, "we have wonderful colleagues here that are right down the hall." Victims of domestic violence can receive guidance from a person they trust and can choose to access the services they need right then and there rather than trying to navigate and bravely entering another door, only to tell their story again and again to yet another unfamiliar face.

"When someone comes in," says Sue, "I tell them how brave they are and that it took so much courage to come in, and that we will walk through this together."

"It makes such a difference when you can make the connections and introductions by name... Casey, Sean, Arlene...," says Pam. "It makes the steps they need to take so much easier."

...Claire was connected to the FVP with an early morning call from her son's teacher. The school was calling Family and Children's Services, but were concerned about the result of this action and the mother's safety. "The teacher knew that the only opportunity to get this woman support was when she dropped her children off at school in the morning," says Sue, "When she called, I kept her on the line and raced down to Marie's office, within minutes we had arranged to get her in to Women's Crisis Services.

The police were involved, a safety plan devised, and emergency shelter arranged."

...One woman brought her neighbour in who was so terrified that she could barely talk. She disclosed that there were unregistered guns in the home and her husband had threatened to use them in the past. The woman was frantic as her children were still in the house.

The Regional Police DVI Unit and Family and Children Services were mobilized to go out and get the children. Women's Crisis Services were immediately brought in as well as the Sexual Assault and Domestic Violence team.

... "One woman who had been involved in one of our CAPC children's programs had been a long-time victim of domestic violence," says Community Services Director, Nancy Kyle. "She didn't know where to go or who to see. Everywhere she went, her husband found her and terrified both her and her children. She didn't know who to contact, what services were available or what her rights were. So, we sat down and brought everyone to her. When she

left here, she was two inches taller, armed with contacts, information about restraining orders, a safety plan and people she could trust."

There is no one tale that tells the story of family violence. Family violence happens everywhere. It happens to professional people, in neighbourhoods where the police are never called, in families where he seemed like such a charming man. It happens to women, men, children, teens, new Canadians, the elderly. It happens - unless we stop it.

