



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.

2026 EDITION

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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

Toll free: 1-800-240-9894

Charlottetown area: (902) 892-0960

24 hours a day / 7 days a week

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.

Chief Mary Bernard Memorial Women's Shelter

Toll free: 1-855-297-2332

Lennox Island: (902) 831-2332

Cellphone (text or call): (902) 598-9614

24 hours a day / 7 days a week

womensshelter@lennoxisland.com

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 Indigenous and non-Indigenous 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. Lennox Island Band members 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.

The Salvation Army

Bedford MacDonald House

184 Weymouth Street, Charlottetown

Available beds are reserved by calling the Shelter Support

Line: 1-(833)-220-4722.

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

No fees

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.

Shelter Support Line (provided by the Salvation Army)

Bedford MacDonald House

184 Weymouth Street, Charlottetown

1-833-220-4722

24 hours a day, 7 days a week

The SSL is the first point of contact for individuals experiencing homelessness. Individuals who contact the SSL are triaged either diverting from homelessness or offering shelter options.

Park Street Emergency Shelter

15 Park Street, Charlottetown

Shelter Support Line: 1 833 220 4722

8:00 pm - 8:00 am/ 7 days a week

No fees.

Pets permitted (Dogs to be muzzled and in a kennel while staying in the shelter)

Please Note:

Park Street Emergency Shelter does not have any supports related to domestic violence.

Park Street Emergency Shelter is a safe place for adults experiencing homelessness to spend the night. Located at 15 Park Street in Charlottetown, the overnight shelter is open 7 days a week, 12 hours a day from 8:00pm to 8:00am. The 50-bed shelter has accessible units for persons with physical mobility challenges, is gender inclusive, and is available for any person age 18 and older.

You can book a bed at an emergency shelter for up to 30 days at a time. To book a bed at an emergency shelter in PEI including the Park Street Emergency Shelter, call the Shelter Support Line at 1-833-220-4722.

If you come directly to the shelter at 68 and 72 Park Street, a bed will be provided if one is available. The shelter opens every evening at 8:00pm and you are asked to arrive before midnight.

You are permitted to take in your own personal hygiene items, reading material, electronic devices and a change of clothes.

For safety, alcohol and drugs, including cannabis and illegal substances, are not permitted onsite. You will be asked to place these in safe storage lockers while you are at the shelter.

Mental Health and Addictions Emergency Department (QEH) and Mental Health Crisis Response (PCH)

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:24/7

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.

QEH

The Mental Health and Addictions Emergency Department is a new department located in the QEH. It is staffed with experienced mental health staff who are able to provide a prompt response to individuals who are in urgent and critical need of mental health and substance use assessment. Staff work closely with their colleagues in community services to provide referrals and transitions to appropriate care areas in a timely manner. This specialized ED provides on-call psychiatry, 24/7 nursing coverage, 12-hour social work coverage, and on-site security coverage.

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.

For Pet Owners: Safe Haven

PEI Humane Society

Phone: 902-892-1190

Email: info@peihumanesociety.com

Safe Haven is a free emergency animal housing service offered by the PEI Humane Society to those in need. This program is designed to offer safe and confidential housing for animals whose owners are in emergency situations or who cannot care for their animals for a period of time.

This service is designed to give pet owners peace of mind with regards to their animal's safety. Pet owners can request this no-cost service while they reside in addiction treatment facilities, are escaping abuse or any other number of reasons which prevent them from being able to care for their pet for a period of time.

Each case is assessed on an individual basis and is done so with the guarantee of 100% confidentiality.

To apply to Safe Haven, applicants can download a PDF application form from peihumanesociety.com/safe-haven/ and contact info@peihumanesociety.com to have someone reach out for assessment.

INFORMATION AND SUPPORT

Victim Services

Charlottetown: (902) 368-4582

Summerside: (902) 888-8218

Monday to Friday, days

www.gov.pe.ca/jps/victimservices

Summerside email: victimservicessummerside@gov.pe.ca

Charlottetown email: 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** 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) 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.

PEI Rape and Sexual Assault Centre (PEIRSAC)

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

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

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

www.peirsac.org/

Free

The PEI Rape and Sexual Assault Centre (PEIRSAC) provides trauma-informed individual therapy, groups, and system navigation to survivors of recent or historical sexual assault or childhood sexual abuse. They provide services across the island from their Charlottetown office.

Individual Therapy Services are available to:

- Youth, of all genders, ages 12 and older
- Adults, of all genders
- Services are available at no cost to clients

Services are provided by professional trauma-informed therapists experienced and trained in trauma recovery.

PEIRSAC also offers psychoeducation group therapy for survivors.

PEIRSAC also offers System Navigation to survivors. The Navigation Team is available to help survivors advocate for themselves, be a supporting voice, and access the support they need on their own terms.

Our Navigation Services can look like: Accompaniment to police, court, or other authorities

- Accompaniment to police, court, or other authorities
- Support during Sexual Assault Evidence Kit (SAEK) procedures
- Advocacy and accompaniment to appointments related to sexual assault
- Connections to housing, income supports, community mental health, and other services
- General systems navigation, documentation assistance, and advocacy with service providers

If you're unsure of what you need, that's okay. Reach out. We'll help you figure it out together.

To access Navigation Services, call us at 1-902-368-8055. For general inquiries call 902-566-1864 or email info@peirsac.org

Community Mental Health Services

Tollfree: 1-833-553-6983

24 hours a day / 7 days a week

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

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

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.

Mental Health and Addictions Open Access Counselling

Charlottetown (Addictions Services): 902-368-4120

Charlottetown (Mental Health Services): (902) 368-4430

Summerside: 902-888-8180

Montague: 902-838-0960

O'Leary: 902-853-8670

Alberton: 902-853-8670

<https://www.princeedwardisland.ca/en/information/health-pei/mental-health-and-addictions-open-access-counselling>

At open Access Counselling you can speak with a community mental health or addictions counsellor without needing an appointment or referral. Simply drop in during the hours listed. You can focus on your concerns and needs at the time and guide the appointment towards what matters most to you. Your clinician can also help connect you with additional resources, programs, and community support. There are no fees for service. You can also call any Community Mental Health & Addictions Office for more information.

Community Addictions 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

Free

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

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.**

Community Legal Information

Toll free: 1-800-240-9798

Charlottetown: (902) 892-0853

Email: info@legalinfopei.ca

Social media: [@legalinfopei](#)
legalinfopei.ca

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

Monday to Thursday 9:00 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 phone, email, or in person . 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 the website or in print in multiple languages. You can access an online tool for doing a do-it-yourself (uncontested) divorce or purchase a Power of Attorney kit through CLI's website.

RISE Program

Call or text: 902-218-6143

Email: rise@legalinfopei.ca

Social Media: [@riseprogrampei](#)
www.risepei.com

The RISE Program is a program of Community Legal Information of PEI. This program provides free legal resources and support to people who have experienced sexual violence, workplace sexual harassment, or intimate partner violence.

Our support 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.

Renting PEI

Call: 902-940-5368

Email: renting@legalinfopei.ca

Social media: @rentingpei
rentingpei.ca

53 Grafton St., Charlottetown, PE C1A 1K8

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

Renting PEI helps PEI tenants and landlords by giving legal information, referrals, and support during the rental hearing process. Renting PEI also offers separate workshops about tenants' and landlords' rights and responsibilities.

Family Service PEI (FSPEI)

Charlottetown: (902) 892-2441

Toll Free: 1-866-892-2441

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

reception@familyservice.pe.ca

www.fspei.ca

Therapeutic Counselling:

- Our team of Clinical Therapists provide trauma informed therapeutic counselling services to children, adolescents and adults including individual, couples and family counselling. There is a fee for Therapeutic Counselling; however, no one is turned away due to a lack of insurance or funds.

Financial Empowerment:

- Our Financial Empowerment Worker offers free, trauma informed one-on-one financial information and coaching to no matter what financial issue you are facing or questions you may have. We are here to help understand your financial situation, identify options and work towards your goals.

Family Service PEI keeps confidentiality and the safety of all clients at the highest level of priority.

To inquire about our services, please contact our office by phone or email. If you leave a message, please indicate whether staff can leave a detailed message for you at that number. As part of the intake process, we will gather basic details, provide you with information about our services and schedule an intake call with one of our Clinical Therapists. While we have a waitlist for our counselling services, individuals experiencing family violence are prioritized.

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

Department of Equity, Diversity, Inclusion and Human Rights

SVRPO Navigator Telephone: 902-620 5090

Email: sv-pro@upei.ca

Office Hours: 8am-4pm Monday to Friday

Kelley Memorial Building, Room 115-118

Free (available to UPEI staff, students, and faculty)

UPEI's Sexual Violence Prevention and Response Office (SVPRO) is a safe and confidential space for students, staff, and faculty who have experienced sexual violence to obtain support.

The needs, wishes and safety of the campus community member looking for support are top priorities, and depending on the incident(s), the Navigator may:

- offer to provide referrals to a wide range of on and off campus support services;
- explore medical or legal options;
- facilitate workplace or academic accommodations; arrange safety planning;
- work with Residence or Security Services, provide information about reporting options;
- and/or assist survivors through complaint and investigation processes.

The SVPRO is also committed to fostering a culture of consent on campus by providing the university community with education and awareness around issues of sexual and gender-based violence, offering training and partnering with community organizations, survivors and government.

Mobile Mental Health Service

Mental Health and Addiction Access Line: 1-833-553-6983

Phone support available 24 hours a day / 7 days a week

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

For Newcomers (Immigrants and Refugees)

People currently residing in Canada who are experiencing violence from their spouse or common law partner and are awaiting permanent residency decisions may be able to apply for a **temporary resident permit (TRP)**.

For the most updated information on the TRP and its application, please consult the Government of Canada website at the following link: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/family-sponsorship/fees-permits-victims.html>

Immigration & Refugee Services Association Prince Edward Island (IRSA) may be able to assist you in exploring options as you navigate both an abusive relationship and the immigration process.

Immigration & Refugee Services Association Prince Edward Island (IRSA)

Phone: (902) 628-6009

Charlottetown

49 Water Street, PE C1A 1A3

Monday-Friday, 8:30-4:30

Summerside

6-30 Greenwood Drive, PE C1N 3Y1

Monday/Wednesday/Friday 8:30am to 4:30pm;

Tuesday/Thursday 10:00am to 6:00pm

<https://www.irsapei.ca/en/home>

Free services to newcomers

IRSA's mandate is to provide short-term settlement services and deliver long-term inclusion and community participation programs for new immigrants settling in the province of Prince Edward Island, including immediate settlement needs, employment assistance, counselling support, and opportunities for community inclusion.

The challenges new immigrants face may include adapting to the Canadian way of life, understanding laws and meeting societal expectations. Counselling support workers at IRSA offer opportunities to explore and strengthen personal well-being, communication skills as well as engagement between parents and children.

Counselling support workers assist individuals and families by securing a safe, confidential and supportive environment to discuss concerns, help with individual problem-solving and work towards goals and personal skills.

The counselling support takes place at IRSA, through individual or family interventions, and in small support group sessions.

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.

Community and Correctional Services:

Clinical Services Team

(Men's Intimate Partner Violence Treatment Program, 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.

Men's Intimate Partner Violence Treatment Program

Men's Intimate Partner Violence Treatment Coordinator:

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

PrinceEdwardIsland.ca/en/information/justice-and-public-safety/turning-point-program

Free

The Men's Intimate Partner Violence Treatment 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. The Men's Intimate Partner Violence Treatment 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

The Men's Intimate Partner Violence Treatment Program accepts referrals that are court ordered. Referrals are assessed prior to program entry to determine program readiness and compatibility. The Men's Intimate Partner Violence Treatment 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

Department of Justice & Public Safety

Clinical Services, Community & Correctional Services

Phone: (902) 569-7684

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 Specialist

Phone: (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

East Prince: (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

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

<https://fvps.ca/outreach/>

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.

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

www.fspei.ca

Therapeutic Counselling:

- Our team of Clinical Therapists provide trauma informed therapeutic counselling services to children, adolescents and adults including individual, couples and family counselling. There is a fee for Therapeutic Counselling; however, no one is turned away due to a lack of insurance or funds.

Financial Empowerment:

- Our Financial Empowerment Worker offers free, trauma informed one-on-one financial information and coaching to no matter what financial issue you are facing or questions you may have. We are here to help understand your financial situation, identify options and work towards your goals.

Family Service PEI keeps confidentiality and the safety of all clients at the highest level of priority.

To inquire about our services, please contact our office by phone or email. If you leave a message, please indicate whether staff can leave a detailed message for you at that number. As part of the intake process, we will gather basic details, provide you with information about our services and schedule an intake call with one of our Clinical Therapists. While we have a waitlist for our counselling services, individuals experiencing family violence are prioritized.

Mental Health and Addictions Open Access Counselling

Charlottetown (Addictions Services): 902-368-4120

Charlottetown (Mental Health Services): (902) 368-4430

Summerside: 902-888-8180

Montague: 902-838-0960

O'Leary: 902-853-8670

Alberton: 902-853-8670

<https://www.princeedwardisland.ca/en/information/health-pe/mental-health-and-addictions-open-access-counselling>

At open Access Counselling you can speak with a community mental health or addictions counsellor without needing an appointment or referral. Simply drop in during the hours listed. You can focus on your concerns and needs at the time and guide the appointment towards what matters most to you. Your clinician can also help connect you with additional resources, programs, and community support. There are no fees for service. You can also call any Community Mental Health & Addictions Office for more information.

Community Mental Health Services

Tollfree: 1-833-553-6983

24 hours a day/7 days a week

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

<https://www.princeedwardisland.ca/en/information/health-peii/community-mental-health-services> or [pei.bridgethegap.ca](https://www.peii.ca/bridgethegap)

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.

Mental Health and Addictions Emergency Department (QEH) and Mental Health Crisis Response (PCH)

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:
24/7

Summerside

Prince County Hospital - Emergency Department
65 Roy Boates Avenue
Summerside
24/7
No fees

QEH

The Mental Health and Addictions Emergency Department is a new department located in the QEH. It is staffed with experienced mental health staff who are able to provide a prompt response to individuals who are in urgent and critical need of mental health and substance use assessment. Staff work closely with their colleagues in community services to provide referrals and transitions to appropriate care areas in a timely manner. This specialized ED provides on-call psychiatry, 24/7 nursing coverage, 12-hour social work coverage, and on-site security coverage.

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.

Community Addictions 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

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



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