



# Family Transition Place Service Outline

(Prepared for community use: Updated May 2024)

Service	Location	Support	Contact
<b>24-hour Crisis Support</b> <ul style="list-style-type: none"> <li>For immediate counselling support, resource support and community linkages/referrals</li> </ul>	Phone, email, text	Everyone	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP) Text: 519-278-9178 Email: <a href="mailto:support@familytransitionplace.ca">support@familytransitionplace.ca</a> <b><i>Text and email options not monitored 24/7</i></b>
<b>Emergency Shelter</b> <ul style="list-style-type: none"> <li>A safe and comfortable place to stay for women and their children in self-contained units</li> <li>Each unit has its own bed(s), kitchenette, bathroom and TV area with a bed, Wifi, cable and a phone</li> <li>Food and essentials are provided</li> </ul>	20 Bredin Parkway Orangeville, ON L9W 4Z9 <i>Transportation available from Bolton and Shelburne</i>	<ul style="list-style-type: none"> <li>Women or those who identify as women</li> <li>16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP) Text: 519-278-9178 Email: <a href="mailto:support@familytransitionplace.ca">support@familytransitionplace.ca</a> <b><i>Text and email options not monitored 24/7</i></b>
<b>Housing, Legal &amp; Transitional Support Services</b> <ul style="list-style-type: none"> <li>Support is available throughout Caledon and Dufferin to women who have experienced any form of abuse or are experiencing housing instability</li> <li>Information and support on housing resources in the community</li> <li>Strategies to maintain current housing</li> <li>Information and support to navigate the family and criminal legal system</li> </ul>	Appointments available in Bolton, Shelburne and Orangeville	<ul style="list-style-type: none"> <li>Women or those who identify as women</li> <li>16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP)
<b>Woman Abuse Counselling Services</b> <ul style="list-style-type: none"> <li>Exploring positive ways to overcome abuse-related trauma to develop healthy coping strategies through 50-minute counselling sessions (in person and virtual)</li> <li>Support related to intimate-partner violence and historical childhood abuse</li> <li>Group counselling also available</li> </ul>	Appointments available in Bolton, Shelburne and Orangeville	<ul style="list-style-type: none"> <li>Women or those who identify as women</li> <li>16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP)

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<b>Addiction Services</b> <ul style="list-style-type: none"> <li>Support for women in lessening the consequences of substance use through counselling</li> <li>Assistance to access treatment centres also offered</li> <li>Provide substance use education, safety planning and appropriate community referrals</li> </ul>	Appointments available in Bolton, Shelburne and Orangeville	<ul style="list-style-type: none"> <li>Women or those who identify as women</li> <li>16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP)
<b>Rural Response Program</b> <ul style="list-style-type: none"> <li>Support to those who reside in Rural Dufferin County</li> <li>Provide abuse education, counselling support, safety planning and appropriate community referrals</li> <li>Staff are mobile, providing an opportunity to meet women in safe locations; also have the capacity to provide virtual support</li> </ul>	Appointments available in Shelburne (Mel Lloyd Centre) and where safe for clients in North Dufferin	<ul style="list-style-type: none"> <li>Women or those who identify as women</li> <li>16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP) 519-278-4360
<b>Sexual Violence Counselling Services</b> <ul style="list-style-type: none"> <li>Client-centred counselling for survivors of sexual violence</li> <li>Mobile crisis worker provides immediate and on-location support to survivors of sexual violence (Mon–Thurs, 9 a.m.–5 p.m.)</li> <li>Counselling (in person and virtual) for family, friends and partners of those who have been subjected to sexual violence</li> <li>Therapeutic group counselling</li> </ul>	Appointments available in Bolton, Shelburne and Orangeville	<ul style="list-style-type: none"> <li>Any person who has been subjected to sexual violence</li> <li>Age 16 years and older</li> <li>Community engagement available to all community partners, businesses and institutions within Caledon, Bolton and Dufferin County</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP)

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<b>Sexual Violence Community Engagement</b> <ul style="list-style-type: none"> <li>Education/training/workshops to increase awareness and understanding of the various forms of sexual violence and supports/services available</li> <li>Facilitator of sexual assault peer support group(s) in planning</li> </ul>	Caledon, Bolton and Dufferin County	<ul style="list-style-type: none"> <li>Available to all community partners, businesses, institutions within Caledon, Bolton and Dufferin County</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP) 519-940-1695 – Barbara Mason
<b>Support Within Housing</b> <ul style="list-style-type: none"> <li>Staff work closely with women who have experienced trauma due to abuse, and who are also managing moderate to severe mental health issues</li> <li>Housing units have been provided by our partner organization, Services and Housing in the Province (SHIP)</li> <li>Program includes a Drop-In Centre (currently closed due to COVID) for those struggling to maintain housing, or who find themselves precariously housed</li> </ul>	Appointments available in Dufferin and Caledon	<ul style="list-style-type: none"> <li>Women or those who identify as women</li> <li>16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP)
<b>Integrated Crisis Support</b> <ul style="list-style-type: none"> <li>Mobile crisis counsellor (Mon–Thurs, 9 a.m.–5 p.m.) attends calls in community with community partners in relation to domestic and sexual violence and mental health and addictions crisis</li> <li>Works in partnership with CMHA and DCAFS, SHIP, HHCC, OPP, PAARC and EveryMind</li> </ul>	Available for support throughout Dufferin County and Caledon	<ul style="list-style-type: none"> <li>All individuals 16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP) Text: 519-278-9178 Email: <a href="mailto:support@familytransitionplace.ca">support@familytransitionplace.ca</a> <b><i>Text and email options not monitored 24/7</i></b>
<b>Community Homeless Outreach</b> <ul style="list-style-type: none"> <li>Identify and provide mobile support to homeless individuals and individuals who are on the By-Name list needing crisis support</li> <li>Works with other social service providers in the community to build effective support network for people impacted by homelessness, mental health and addictions</li> </ul>	Available for support throughout Dufferin County	<ul style="list-style-type: none"> <li>All individuals 16 years and older</li> </ul>	1-800-265-9178 519-941-4357 (HELP) 905-587-4357 (HELP)

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<p><b>Parent and Child Support</b></p> <ul style="list-style-type: none"> <li>• Brief counselling (6-8 sessions) available to support youth and children impacted by witnessing domestic violence</li> <li>• Collaborative support is available to mothers as they support children</li> <li>• Group counselling is also available</li> </ul>	<p>Appointments available in Bolton, Shelburne and Orangeville</p>	<ul style="list-style-type: none"> <li>• Children impacted by domestic violence ages 0-19 years old</li> </ul>	<p>1-800-265-9178            519-941-4357 (HELP)            905-587-4357 (HELP)            519-940-1780</p>

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