

SAFE **EQUALLY**



Kerby Centre

Equally Safe Team



**CALGARY
POLICE
SERVICE**

SAFELY EQUALLY

The Equally Safe Team is a unique collaboration of agencies that provide timely and effective assessment, intervention and referral services to individuals and families experiencing family violence and abuse.

The Equally Safe Team provides specialized services by addressing the unique needs of individuals of all ages and backgrounds through safety planning and navigation of community resources.

An Equally Safe Constable will work with a Community Partner to employ early intervention and prevention strategies to reduce the risk of harm to the individual or family.

The program is voluntary and individuals may discontinue their involvement at any time.



Calgary Police Service provides eight police officers. One Constable is assigned to each District Office, providing city-wide coverage. Police assist with current and historical investigations, provide information on criminal and civil protection orders, offer court support and victim assistance and manage offenders.
Non-emergency line: 403-266-1234 or In an emergency always call: 911



YW Calgary provides one Equally Safe Coordinator, who assists in collaboration and communication between partner agencies at an operational level, and two Outreach Case Managers who support all individuals and work from a framework of intersectional feminism, strength-based approaches, skill training, harm reduction, and trauma informed practice. YW Calgary believes that case management is an interactive, client-driven process. Services include safety planning, referrals, access to basic needs, goal setting, skill building and more. **Crisis Line: 403-266-0707**



Kerby Centre specializes in cases involving seniors (55+). They provide a part-time case manager that operates in person and over the phone offering emotional support, informal counselling, and referrals including; legal, cultural, financial, housing, medical, indigenous and more. **Elder Abuse Resource Line: 403-705-3250**



Awo Taan Healing Lodge Society provides strength-based Indigenous trauma and violence-informed care which foster Indigenous pride, self-esteem, and cultural identity. Services provided in person or over the phone include referral, advocacy services and access to traditional knowledge keepers (Elders), traditional medicines and Indigenous Trauma Therapy. All cultures welcome. **24-7 Helpline: 403-531-1972 or 403-531-1976**



Calgary Women's Emergency Shelter offers two Community Services Counsellors that provide safety planning, parenting strategies, navigation of community resources and more. They also provide support to perpetrators of family violence that want to change their behaviour. Calgary Women's Emergency Shelter believes in a Response-Based Approach and Feedback-Informed Treatment. **Connect/24-Hour Family Violence Helpline: 403-234-7233 (SAFE)**
Email: help@cwes.ca, Text: 403-604-6689



Calgary Immigrant Women's Association provides two Case Managers and one Family Counsellor that specialize in counselling for immigrant and refugee individuals and families. Services offered in first language include culturally sensitive counselling, workshops and support groups, cross-cultural parenting support and more. **Main line: 403-263-4414, Counselling: 403-263-4414 Ext.142 or 403-444-1759, Email: familyservices@ciwa-online.com**



Equally Safe Team Domestic Conflict Response Team

- Originally started in 2008 – Partnership between Homefront Calgary and the Calgary Police Service, The Domestic Conflict Response Team
- The pilot consisted of 2 constables and 2 Homefront Case Managers
- In 2013, we expanded city wide, covering all 8 Districts with 8 Constables and 8 Case Managers
- In 2018 funding changes at Homefront resulted in them withdrawing from collaboration
- To continue the program, YW provided interim relief in the form of 2 Case Managers that split their time between the 8 constables



- A review of the DCRT was initiated by CPS
- Community based – Need for CPS to innovatively share information and provide the best resources in the community to support families affected by DV
- Locating the best resources meant looking for diverse partners capable of supporting families in different capacities, ensuring we reached marginalized communities
- CPS approached Calgary Domestic Violence Collective for consultation and framework in re-developing the program
- 2020 – 19,831 Domestic calls to CPS.
- Equally Safe assigned 433, EIOP assigned 600 from Aug 15 to Dec 31, 2020
- Domestic Violence Team assigned 357, Elder Abuse Response Team assigned 219, HOME Team assigned 199



Equally Safe: The What

- Referral Process – CPS attend call – office files report
- Domestic Violence Risk Assessment Team (DVRAT)
- DVRAT consists of five civilian members – assess all Domestic, Mental Health, EPO, Criminal Harassment and Stalking calls to CPS (37,712)
- DVRAT considers: Risk factors; known history of involved, current incident and Structured Professional Judgement
- DVRAT assigns files appropriately
- Equally Safe Mandate – Chronic or Escalating
- Not usually assigned files with CC chargers.
- Officer responsibilities – court support, court orders, EPO's, breaches and fresh charges

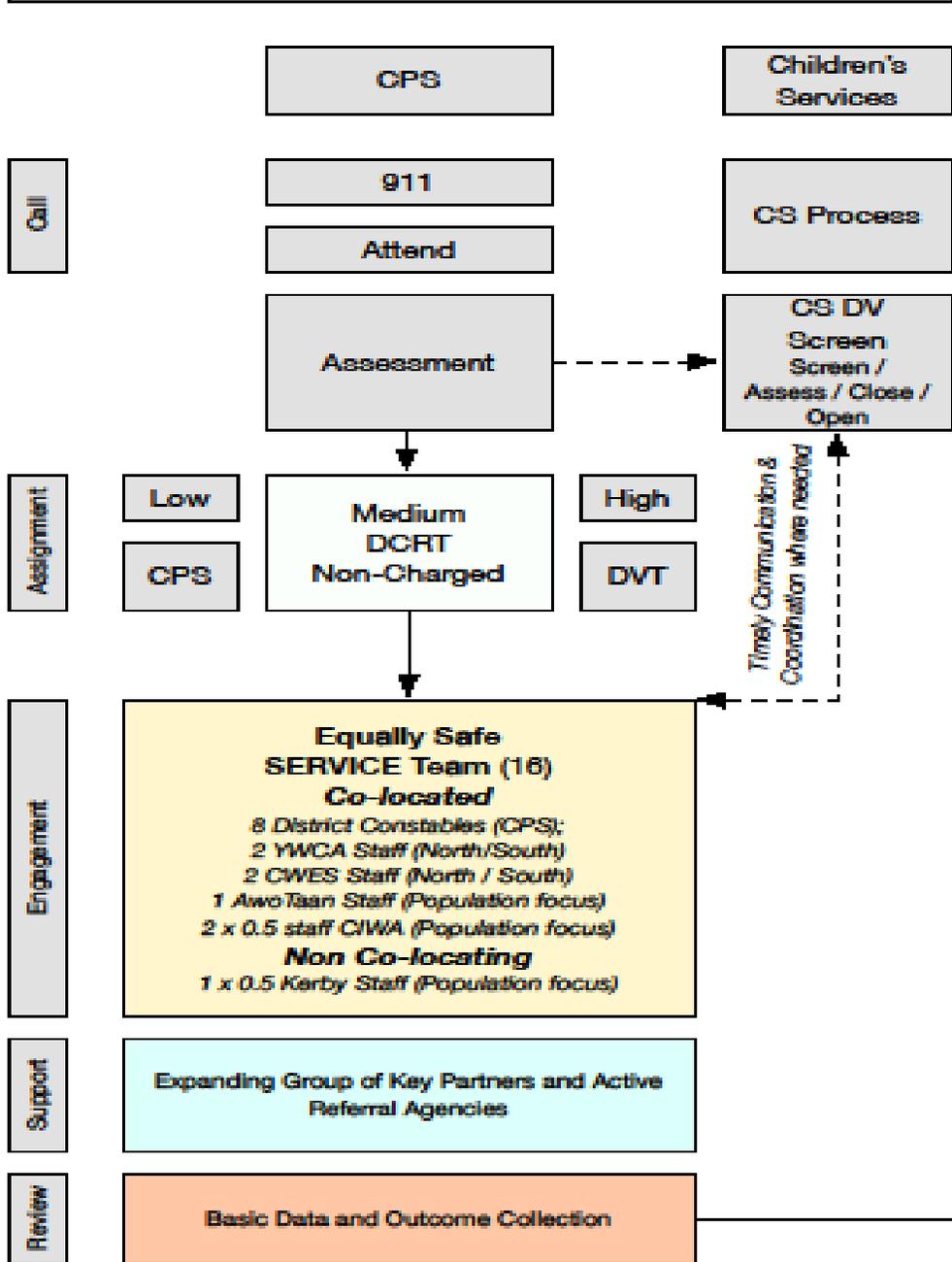


Equally Safe: The Current Picture

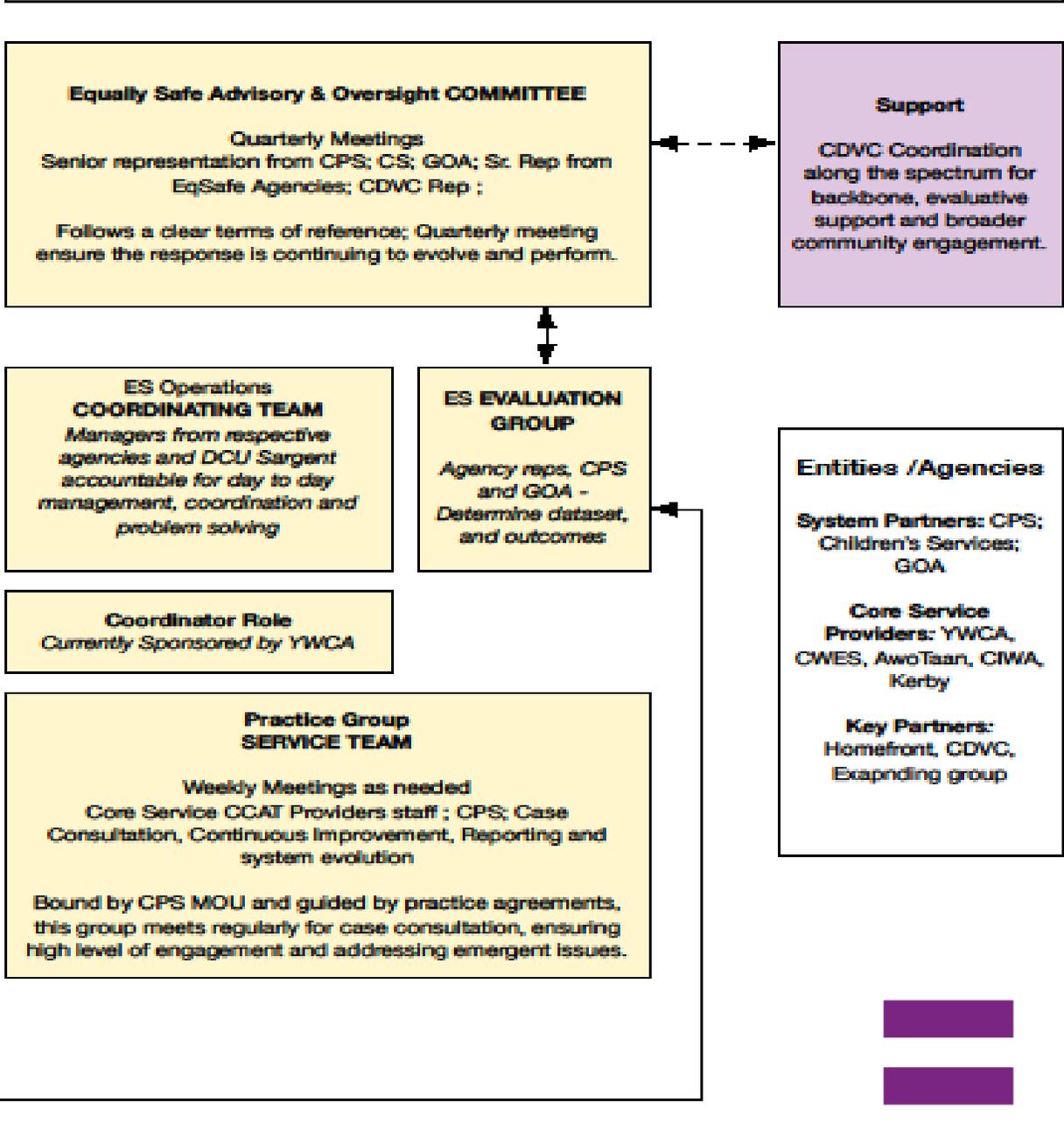
- Up and running as of February 2020
- Challenges – office space, COVID, forming the team
- Offender contacts – work in progress
- EIOP Files
- Training – shared responsibility
- Future



Equally Safe Response Model



Equally Safe Organizations and Structures



**EQUALLY
SAFE**



Since 1910, YW Calgary has focused on enhancing women's safety and well-being while advocating for equity, prosperity and inclusion.

We provide crisis and transitional shelter, affordable housing, counselling, parenting supports, childcare, language and women's economic prosperity programs that help move women and their families from crisis to stability.



EQUALLY SAFE

- Partnership started in 2018
- Two full time YW Case Managers (North & South Calgary).
- Case Managers provide clients information, referrals, emotional support, and safety planning & work closely with DCRT Constables from each police district.
- YW Case Managers and Constables meet clients in the community, their homes, and police district offices

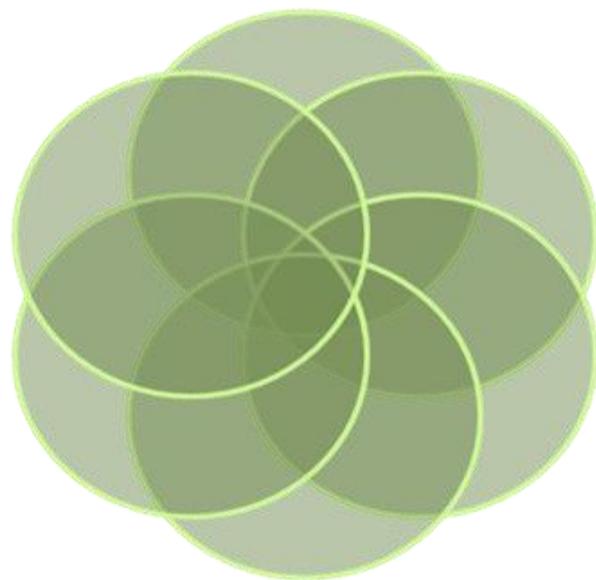


SAFE EQUALLY

Our approach is based on our Practice Framework

Trauma-informed practice

Harm reduction



Skill training

Intersectional feminism

Strength base

- 2020 - DCRT program evolved to the **Equally Safe Team**
- Two full time YW Case Managers
- March 2021 – the Equally Safe Response Team Coordinator position was created.
- Support women and men dealing with incidents of domestic conflict and referred to Police Services.

EQUALLY SAFE

- Interactive and a client-driven process
 - Holistic
 - Compassionate approach
- Resources
 - Develop internal resources
 - Use effective and efficient external resources
- Interventions
 - Purposeful
 - Collaborative
 - Supports accountability
 - Client rights



- Risk assessment
- Safety planning
- Emotional support
- DV information
- Setting goals
- Building skills
- Court support
- Advocacy
- Referrals

EQUALLY
SAFE



The Calgary Women's Emergency Shelter supports individuals and families in their efforts to live free from family violence and abuse. We have been providing services to families experiencing family violence and abuse since 1974.

The Calgary Women's Emergency Shelter, Community Services Counselling Program has two Community Services Counsellors in the Equally Safe Team and receives referrals from the Equally Safe Team to support individuals who are experiencing family violence and abuse. Additionally, to support individuals who have perpetrated the violence and abuse.



Response-based Contextual Analysis*



The Community Services Counsellor, Equally Safe Team follows two approaches:

- Response Based Approach
- Feedback Informed Treatment

We will meet clients in a safe place in the community or at one of our offices.

* A Guide for practice, assessment, research/analysis, policy. Bonnah, S, Coates, L, Richardson, C., Wade, A. (2014)

The Community Services Counsellors, Equally Safe Team, provides clients who are experiencing family violence and abuse with:

- Counselling
- Safety Planning
- Case Planning
- Parenting Strategies
- Navigating of Community Resources

The Community Services Counsellors, Equally Safe Team provides brief support to individuals that perpetrated the violence and abuse by providing:

- Information on community resources
- Follow up on next steps

Additionally, we will also provide family counselling to individuals who are experiencing violence and abuse

- Calgary Immigrant Women's Association (CIWA) was established in 1982 as a registered charity.
- CIWA takes a customized, culturally sensitive and holistic approach to serving immigrant women, mothers, seniors, children, youth and families.
- CIWA is recognized as a provincial and national leader in outcome-based gender-specific settlement services.
- CIWA offers programs and services that use a holistic approach to support clients in the areas of settlement and integration, literacy and language training, employment support and bridging programs, family violence, parenting, individual counselling, in-home support, civic engagement, health, housing, and community development.

- Calgary Immigrant Women's Association provides two Case Managers and one Family Counsellor to the Equally Safe team that specialize in counselling for immigrants and refugees and their families.
- The Case Managers in the Equally Safe Team support clients facing family violence through:



- Client's fleeing family violence have access to emergency housing support.
- Services offered in first language include culturally sensitive counselling, workshops and support groups and cross-cultural parenting support.
- Childcare is available for all clients attending CIWA services.
- Engaging perpetrators through follow ups, individual counselling, support groups and providing community resources.

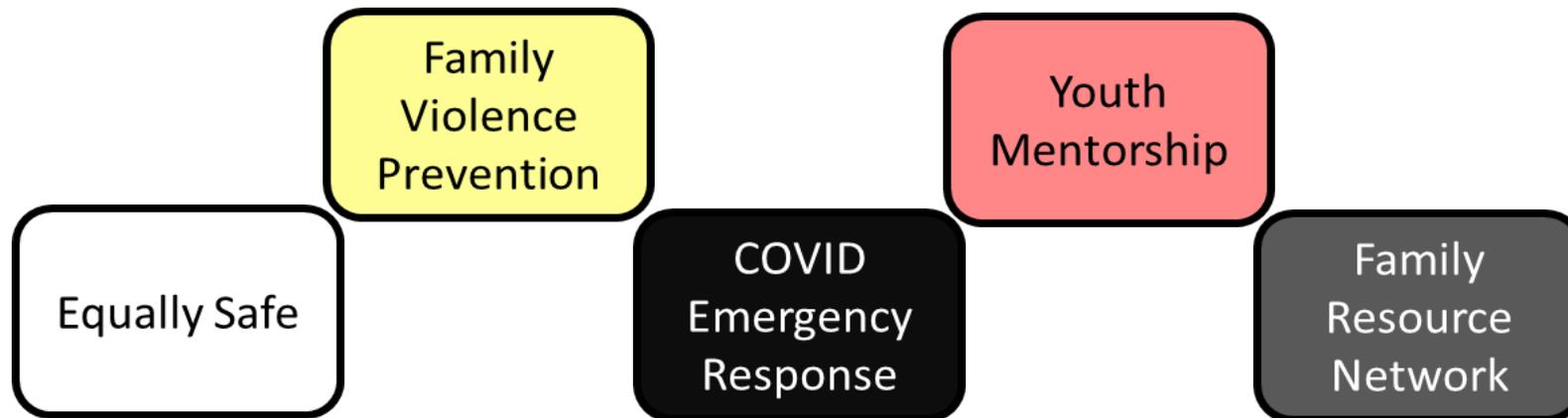
Awo Taan Healing Lodge Society has been providing services and supports since 1992. We are a full-service emergency shelter that provides services to women and children from all cultures

Protection and support against family violence and all forms of abuse guided by traditional elders and knowledge keepers.

Staff are Trauma Informed Family Wellness Workers who take into consideration the genocide, colonial violence, racism, and subjugation of Indigenous women and families. 22



The Awo Taan Healing Lodge Society is dedicated to supporting the emotional, mental, physical, and spiritual healing and wellbeing of women during their time of crisis and beyond. Both in shelter and with outreach programs and services at our Family Wellness Centre



This approach benefits Indigenous women and their children by helping them through the healing process within the comfort of their community.



Equally Safe Services

- Risk Assessments and Safety Planning
- Court Support and Advocacy
- Education and Referrals to Community
- Healing Circle and Circle of Safety
- Access to register Trauma Therapists
- Connection to Elders for one-one or group support

Awo Taan works holistically with men, women, children, and family members to help all those that have been affected by violence to move towards healing



- For nearly 50 years, Kerby Centre has been a place where seniors made friends, built community, learned, exercised, and sought resources. A place where “whole health” is the foundation of service and where aging is honoured.
- Kerby is a not-for-profit, multi-service organization committed to enhancing the ability of older adults 55+ to live healthy, productive lives with a focus on their mental, physical, social and emotional well-being.
- ***Our mission is to assist older people to live as well as possible, for as long as possible, as residents in the community.***



1 Part – Time Case Manager *who specializes in social work with adults 55+*

Practice Approaches used:

- Trauma Informed Care
- Strengths-Based
- Person Centered
- Gerontological social work

Referrals/Services Provided:

- ✓ Legal Aid
- ✓ Counselling
- ✓ Family mediation
- ✓ Advocacy
- ✓ Risk Assessments/Safety Planning
- ✓ Information/Education
- ✓ Food bank
- ✓ Housing Services
- ✓ Life Enrichment/Skills Building
- ✓ Seniors Safe House
- ✓ Income Tax Preparation



- COVID-19 pandemic
- Communication
- Human Resources
- Funding
- Data collection
- Learning about resources within Equally Safe agencies
- Sharing/leveraging resources in the current landscape





Successes

- Team meetings & Cross trainings
- Data collection
- Outcome measurement framework in process
- Creation of logic model
- Starting perpetrator engagement
- Customized support for families
- Community/intervention support (holistic) to 500+ families
- New position: Equally Safe Team Coordinator
- EIOP Program
- Creation of Safety Plan Manual
- Creation of Equally Safe Information Graph, available in multiple languages

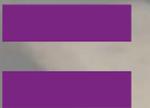
EQUALLY
SAFE



EQUALLY
SAFE

Success story

**Case Management &
Perpetrator Engagement**



EQUALLY
SAFE

Success story

**Culturally Sensitive &
Community Connection**



“I really liked being able to reach out to the Equally Safe Team. The Counsellor and the Constable were lifesavers. It was vital to have a specific Constable to talk to instead of having numerous Constables to talk to regarding my experiences with family violence and abuse. Being able to have a Counsellor to express my feelings to was key, as I would not be able to share my feelings with others. I felt supported and cared for which helped me to feel more relaxed and less stressed. Most importantly, I didn’t feel judged and was able to express myself to the Counsellor and Constable.”



"The Equally Safe Team, provided me with ongoing support and kindness. I felt that every time I had contact with either the Counsellor or Constable, I became stronger, more hopefully and confident that things were moving forward. I was no longer paralyzed by the violence and abuse I experienced by my partner. I was more comfortable spending time with myself, enjoying my friendships and playing with my daughter and talking with my sons.

Due to the ongoing support I received, I no longer felt alone, my Counsellor called me often and the Constable would email me or talk to me over the phone. I will forever be grateful for the support provided to me during a very scary and stressful time."



“I felt safe knowing I had all these wonderful people in my life. I felt I had a safety shell around me, like the shell turtles have, providing them with protection, security and strength.

I felt having a safe person to be able to share things with as well as to discuss and complete a safety plan was optimal. I was able to gather information on what to do if I felt unsafe and the required steps to make me feel safer if I was in trouble or in danger.

I was grateful that I gained the knowledge and understanding on how to use my cell phone in emergency situations such as pushing the side buttons to get 911 instantly. It felt comforting to know that I had plans in place such as who to contact, if I should ever need help in the future.”



Contact us:

Glenn Andruschuk

Email: GAndruschuk@calgarypolice.ca

Mayra Jarillo Alvarado

Email: mjarilloalvarado@ywcalgary.ca

Rekha Gadhia

Email: rekhag@ciwa-online.com

Emily Taylor

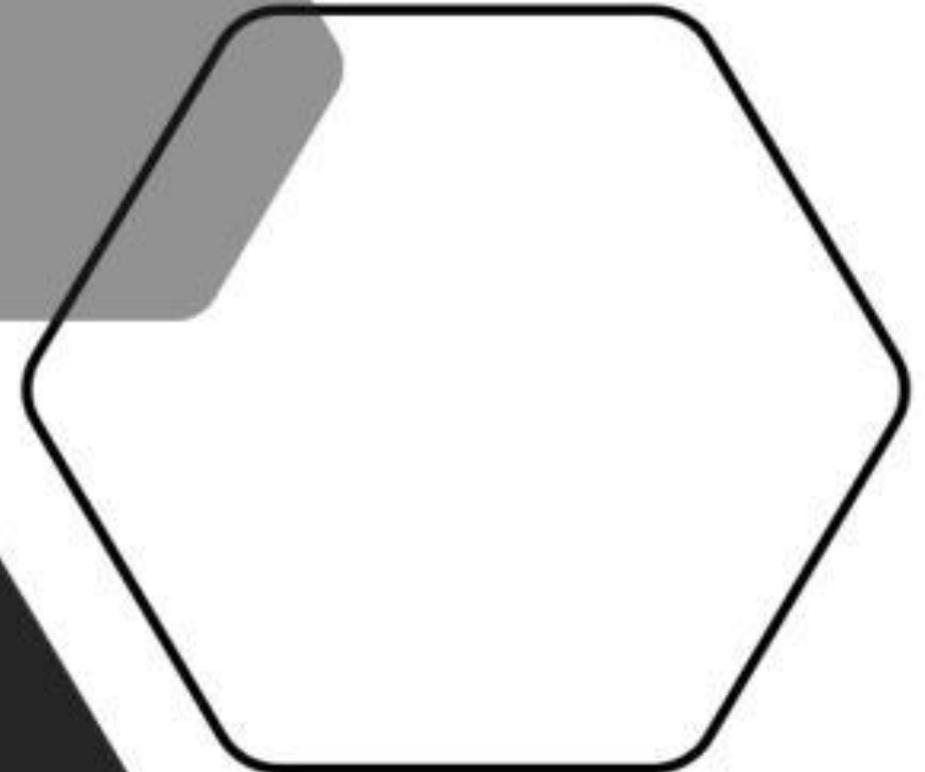
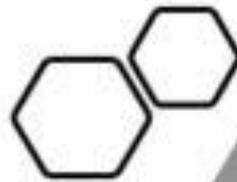
Email: Emilyt@awotaan.org

Katharina Zacharias

Email: KatharinaZ@kerbycentre.com

Richard Kendall

Email: Rkendall@ywcalgary.ca



SAFE **EQUALLY**

THIS IS US:
Together we rock!

A word cloud of positive attributes on a dark background. The words are arranged in various orientations and colors (white, blue, yellow, green). The words include: synergy, diverse, decisive, capable, efficacy, trust, vision, humility, open-mindedness, fair, integrity, complimentary, devotion, genuine, humor, determination, and respect.