

**REQUEST  
FOR  
SERVICES**

**Information about service recipient:**

Name: \_\_\_\_\_  
(First) (Middle) (Last)

Mailing Address: \_\_\_\_\_  
(City) (Province) (Postal Code)

Telephone/email: \_\_\_\_\_  
(home) (cell) (email)

Is it safe to leave a voicemail or email: Yes / No

Is the service recipient under 19? Yes / No Caregiver Name(s): \_\_\_\_\_  
(not always required for youth)

**Information about person making referral:** (do not complete this section if you are referring yourself)

Name: \_\_\_\_\_ Organization: \_\_\_\_\_

Contact: \_\_\_\_\_ RCMP File #: \_\_\_\_\_  
(if available, but not required)

**Reason for referral:**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Sexual Abuse   | <input type="checkbox"/> Abuse in relationship | <input type="checkbox"/> Harassment / Stalking                 |
| <input type="checkbox"/> Sexual Assault | <input type="checkbox"/> Child Abuse           | <input type="checkbox"/> Conflict with the law / incarceration |

**Type of service(s) requested:**

- |   |   |
|---|---|
| <input type="checkbox"/> Information about Rights & Options   | <input type="checkbox"/> Women's Bridging Employment Program  |
| <input type="checkbox"/> Criminal Justice System Information<br>(assistance reporting to police, court support)                                     | <input type="checkbox"/> Shoplifting Prevention Group   |
| <input type="checkbox"/> Immediate Safety Measures<br>(risk assessment, safety planning, home security, protection orders, access to shelter)       | <input type="checkbox"/> Victim Services<br>(confidential specialized support for victims of power-based crimes)          |
| <input type="checkbox"/> Abuse Counselling / Support Groups<br>(Sexual Assault Counselling Centre, Crime Victim Assistance Applications, Referrals) | <input type="checkbox"/> Outreach Services*<br>(outreach and accompaniment for women and families with multiple barriers) |

\*If requesting Outreach Services please describe the barriers to attending services at the main office: \_\_\_\_\_

I am interested in the services indicated above, and have consented to this referral.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Do I need to make a police report?**

No, a police report is not required.

**Will my information be kept private?**

We will not share information about your participation in our services unless you have given us permission. We are legally obligated to report to the authorities if a child is at risk of harm, or if you threaten to harm yourself or someone else.

**How do I access the services?**

Call us to book an intake appointment. You can also ask another professional to help you to access services by making a referral (we will contact you to book an intake appointment).

**Can I just drop in?**

We ask that you call ahead to ensure that a worker is available to assist you.

**Do my parents/caregivers need to know if I am coming here?**

You must be able to consent to the services provided. Young children will need consent from at least one parent/legal guardian. In cases where mature youth decide with their counsellor that involving parents causes a barrier to accessing services, or may increase risk, we will not require parental/caregiver consent.

**Is there a cost to attend services?**

Your initial intake appointment is free. Most of our services are fully funded by donations or government grants; therefore, there is no charge for services. Counselling for adult survivors of sexual abuse is on a sliding scale fee-for-service. There is also a fee associated with pardon applications.

**What are the qualifications of the staff?**

All staff of the Society have specific training and expertise in addressing sexual assault, child abuse, violence in relationships, and the legal system. All counselors and support workers are required to obtain professional certifications in accordance with the services being delivered.

**What if I am not satisfied with the services?**

If you are not satisfied with the services that you have received, please let your worker know what your expectations were, and how they were not met. In most cases you and your direct service worker are best qualified to resolve your concerns.

If your concerns are not resolved by your worker, and you wish to make a complaint, you can contact the Agency Coordinator.

The Agency Coordinator will document your concerns and offer the following options:

- Ask for your input about resolving your concerns.
- Investigate complaints of abuse or privacy breaches.
- Refer your concerns and suggestions to your worker's supervisor.
- Transfer you to a different worker or counsellor that may be a better match.
- Make a determination about whether a policy of the agency or program has been breached, or if incorrect information was provided to you.