

**Prince Edward Island
Human Trafficking Response Guide
2013 Edition**

Prepared by:
Interministerial Women's Secretariat
in partnership with the PEI Provincial
Human Trafficking Committee



Web Version

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Introduction

Human trafficking is the recruitment, transportation and/or harboring of persons for the purpose of exploitation. Victims are exploited through the use of threats, force, coercion or deceit. The most common forms of human trafficking are:

- **Sexual Exploitation:** a person is forced to provide sexual acts against his or her will for the financial benefit or material gain of the trafficker. In Canada, this has mostly been associated with organized prostitution occurring behind fronts such as escort agencies or residential brothels.
- **Labour Exploitation:** a person provides work or service under the threat of penalty; often in inadequate conditions, for little or no pay, or are paid a full wage but are forced to return most of it to the trafficker. The work may be in a legitimate setting such as a farm or restaurant or an illegal setting like a drug lab.
- **Domestic Service Exploitation:** a person provides domestic tasks and services, mostly within a private household, under physical or psychological threat or coercion. Because the work takes place out of sight in private households, domestic workers can be particularly isolated and are often expected to be at the continuous disposal of the householder.



Human trafficking can also include forced marriage, illegal adoption, forced participation in criminal activities and the trafficking of body organs.

As of September 2012, there were approximately 24 cases of human trafficking where convictions were secured. There were 69 cases still before Canadian courts, including approximately 115 accused and 164 victims.

Human trafficking is one of the fastest growing criminal industries in the world today. Although cases of exploitation are surfacing across Canada, the hidden nature of the crime makes it difficult to estimate the extent of the problem. Prince Edward Island must be prepared to address cases of human trafficking and create appropriate resource networks to support victims.

Human trafficking is a crime against humanity. A victim's safety is first and foremost. It is important for a victim to be aware that when they report such crimes, all those involved in assisting them through the process have their safety and well being in mind. Ensuring there are services in place that can provide assistance to the victim is of the utmost importance to the police and assisting service providers.

This guide contains information for individuals who are victims of human trafficking or who are in a position to assist such victims. It provides information on how to recognize a trafficked person, what steps to take and what services are available to help. The Prince Edward Island Human Trafficking Response Chart represents the most effective means of addressing cases of trafficking: an integrated model of law enforcement and support services. The directory that follows provides information and contacts for supports and service organizations on Prince Edward Island.

Signs a Person may be a Victim of Human Trafficking

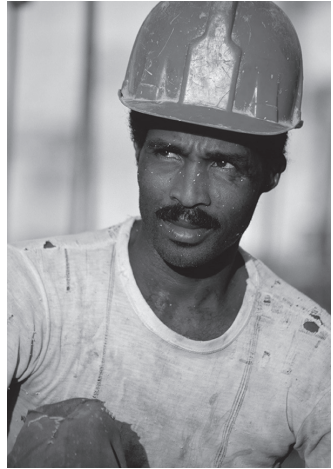
Trafficked persons may not be easily visible and may not self identify as victims. They may be unaware of their rights, or may be kept isolated in order to prevent them from seeking help. They may be taught to distrust others, especially law enforcement, and foreign victims may be afraid they will be deported.

Every case is different and there is no single checklist of indicators that prove a person has been trafficked. Nonetheless, the presence of one or more of these signs may indicate a trafficking situation. The trafficked person may:

- speak neither English nor French, or may not speak on their own behalf
- not have a passport or other ID
- be unaware of local surroundings even though the person has been in the area for an extended period of time
- show evidence of control, intimidation or abnormal psychological fear
- not be able to move or leave a job
- have fines taken off their pay if they do something wrong
- not have the right clothes or protective gear for the job, for example steel-toed boots for a construction site
- incur workplace injuries, but medical professionals are told not to report the incident to worker's compensation
- live and work in the same place, possibly with a number of others, and/or living conditions that are of sub-standard quality.
- show signs of physical abuse and/or malnutrition
- be frequently accompanied by an individual who may be their trafficker
- have a sexually transmitted infection and/or pelvic, rectal or urinary trauma
- use a cell phone to call someone at regular intervals
- have a tattoo of a gang symbol or name that suggests ownership
- do something that a person normally wouldn't do of their own free will

Victims of Human Trafficking are Often Found in the Following Work Environments:

- massage parlours
- escort services
- nightclubs and bars
- private homes as nannies or servants
- factories
- construction sites
- farming or landscaping
- fisheries
- hotel or tourism industries
- restaurant services



Common Misconceptions about Human Trafficking

- Human trafficking is often confused with human smuggling, which is when one person helps another person enter a country illegally in exchange for money. Smuggled persons take part voluntarily, and once they arrive at their destination, the transaction is usually completed and the smuggled person is left to go his/her own way. In contrast, trafficked persons are not free to go their own way once they reach their destination. They are held and exploited by their traffickers through force, coercion or deceit.
- It is often believed that women working in prostitution, strip clubs and escort agencies choose this work for the money and lifestyle. In reality, many workers in the sex trade are trapped in modern day sex slavery. They are lured into the profession by someone trusted such as a boyfriend, friend or potential employer and become trapped by drug addiction, debt bondage or fear of violence.

- Trafficking does not necessarily require transportation or border crossing and does not only happen to immigrants or foreign nationals. Victims can be domestic or international residents, and legal or illegal workers.
- Although poverty is a risk factor because it is often an indicator of vulnerability, human trafficking does not just happen to poor, uneducated people or in poor, undeveloped countries. Persons of high socioeconomic status and education level have been trafficked because they were lured in by someone they trusted or by promises of fame and fortune.
- Human trafficking does not require physical force, bodily harm or physical restraint. Although violence and confinement are common characteristics, a great deal of the control over the victim can be maintained through psychological manipulation, threats, and deceit.

What to do if You or Someone You Know is a Victim of Human Trafficking

Remember: Always call the police in an emergency.

If you suspect you or someone you know is a victim of trafficking;

- Consult local law enforcement.
- Do not take any perceived risk or try to intervene in a situation that has the potential to turn violent.
- If you approach the victim, always choose the right time and place to have a full discussion, when you know you are both safe.
- Establish rapport with the victim. He or she may have been taught to distrust outsiders, including law enforcement. Listen carefully and let the person tell the story at his or her own pace.

- Be aware and understanding of symptoms of trauma, as trafficked victims have likely dealt with traumatic experiences such as violence, isolation, persistent fear and psychological manipulation. Symptoms of trauma may include memory loss, irritability, depression, hyper-vigilance and anti-social behavior.
- Ask only questions that are necessary to provide assistance. Do not ask questions out of simple curiosity, as recounting details may risk retraumatizing the victim.
- Focus on determining what the person's immediate needs are, for example food, water, medical care, shelter, a phone call, etc.
- If possible, enlist the help of someone who speaks the person's language and understands their culture. If available, trained translators are the best option.
- When providing support services, provide the option of a female or male staff member whenever possible.
- Provide information on the services available in your community and through federal and provincial government programs.
- Remember: Confidentiality is essential for the victim's safety.

Trafficking victims should first and foremost be treated with dignity and respect, as persons needing protection and services but able to make choices for themselves. Provide as much information as possible (your role, what you can offer, what services are available, and what will happen next) so the person can make an informed decision and begin to regain control of his/her situation.

A Note on the Temporary Foreign Worker Program (TFWP)

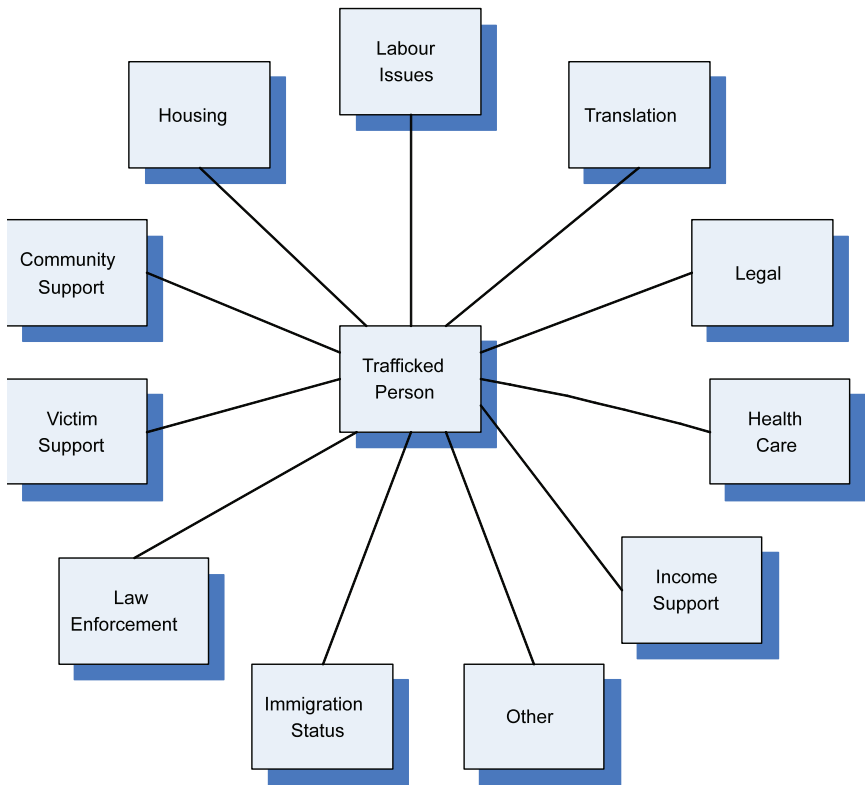
The Temporary Foreign Worker Program is a federal program that governs the employment of temporary foreign workers in provinces and territories. It is administered by Human Resources and Development Canada, Citizenship and Immigration Canada, and Canada Border Services.

Temporary Foreign workers are brought to PEI primarily for employment in the agricultural industry, fish processing industry and other jobs designated as “low skill” such as labourer, truck driver or housekeeper. Temporary Foreign Workers enter the country legally to do legitimate work. However, the RCMP and federal government have identified Temporary Foreign Workers as a population at risk of being vulnerable to human trafficking for forced labour. Many Temporary Foreign Workers who are being mistreated understand the risks of speaking out, so when they reach the point where they ask for help it is likely a situation where they really need it.

Temporary Foreign Workers who believe they are living or working in unsuitable conditions, are overworked and/or unfairly paid; or just want more information on their rights should contact Employment Standards (Section 2.3). Temporary Foreign Workers who have experienced human trafficking or abuse from employers or recruiters should contact the RCMP (Section 1).

Prince Edward Island Human Trafficking Response Chart

The Prince Edward Island Human Trafficking Response Chart represents an integrated model of service provision. Collaboration between law enforcement, government departments and non-government organizations can provide the most effective means of addressing cases of trafficking on Prince Edward Island.



**Chart adapted from Alberta Protocol on Human Trafficking - Service Provision, April 2011*

From this Response Chart, the following resource list has been compiled. Although it is not an exhaustive listing, it can serve as a starting point to access information on law enforcement services and support services needed by victims of trafficking, especially upon initial contact with a victim.

1.0 Law Enforcement

Important: The reporting of suspected human trafficking to police at the earliest time is imperative for a successful investigation, both for the protection of the possible victim and the preservation of evidence.

RCMP

The RCMP Detachments on Prince Edward Island are as follows:

“L” Division Headquarters

PO Box 1360
450 University Avenue
Charlottetown, PE C1A 7N1
Phone: (902) 566-7112

East Prince Detachment

29 Schurman’s Point Road
North Bedeque, PE C1N 4J9
Phone: (902) 436-9300

West Prince Detachment

39544 Route 2
PO Box 70
Rosebank, PE C0B 1K0
Phone: (902) 853-9300

Queens Detachment

153 Maypoint Road
Charlottetown, PE C1E 1X5
Phone: (902) 368-9300

Montague (Kings) Detachment

5199 AA MacDonald Highway
Montague, PE C0A 1R0
Phone: (902) 838-9300

Souris Detachment

198 Main Street
Souris, PE C0A 2B0
Phone: (902) 687-9300

For further information on human trafficking, see the RCMP Human Trafficking Website: www.rcmp-grc.ca/ht-tp
Human Trafficking National Coordination Centre, Ottawa:
1-855-850-4640

Local Police

The local police departments on Prince Edward Island are as follows:

Charlottetown City Police

10 Kirkwood Drive
PO Box 98
Charlottetown, PE C1A 2T3
Phone: (902) 629-4172

Summerside City Police

270 Foundry Street
Summerside, PE C1N 1G1
Phone: (902) 432-1201

Kensington Police

PO Box 494, Commercial Street
Kensington, PE C0B 1M0
Phone: (902) 836-4499

911 and Crime Stoppers

If you think that you or someone you know is in immediate danger, call 911. Operators are available 24 hours a day and will connect you to local police in your area for support.

If you wish to report a crime anonymously, call Crime Stoppers at 1-800-222-TIPS (8477). Your identity will never be known as Crime Stoppers does not subscribe to call display. Reports can also be made through the website, www.peicrimestoppers.com, or on the PEI Crime Stoppers facebook page.

Child Protection

Child Protection is a section of the provincial government and works under a law called the *Child Protection Act*. This law protects everyone under the age of 18 from abuse and neglect. It also protects children and teenagers who are at risk of abuse or neglect.

The law says that people **must** tell Child Protection if they think someone might be harming or neglecting a person under 18 years old.

Child abuse happens when parents or someone acting as a parent physically, mentally, emotionally or sexually harms a child. It is considered abuse if a child witnesses family violence within his or her family.

Child neglect happens when parents or someone acting as a parent does not meet the basic needs of their children. This includes housing, clothing, health care, affection, education, and supervision. It is also neglect if a parent abandons a child.

Child Protection Service offices are located in Charlottetown, Summerside, O'Leary, Montague and Souris.

To make a report during regular business hours, contact:
Intake Assessment Unit: (902) 368-6657 (local), 1-877- 341-3101 (toll free)

To make a report after hours, holidays and weekends, contact:
After-Hours Line Emergency Line: (902) 368-6868 (local), 1-800-341-6868 (toll free)

*** A Note on International Adoption**

The Director of Child Protection is designated as the Central Authority for Prince Edward Island under the Intercountry Adoption (Hague Convention) Act. This legislation guides the province in the administration of international adoptions:

- Under Article 1 a of the Hague Convention, the Scope of the Convention is noted “to establish safeguards to ensure that intercountry adoption takes place in the best interests of the child and with respect for his or her fundamental rights as recognized in international law”.
- Article 1 b further states the object “to establish a system of co-operation amongst Contracting States to ensure that those safeguards are respected and thereby prevent the abduction, the sale of, or traffic in children”.
- Article 4 c outlines requirements that the birth parents receive counselling with regards to a plan of adoption, that consents be freely given, that no payments or compensation be provided to the birth parents and that consent of the birth mother was provided after the child’s birth.

Prince Edward Island adheres to the Hague Convention by establishing protocol that ensures these standards are met. Police and adoption authorities in the country of origin would be alerted if there is evidence regarding the trafficking of children. The province would impose a suspension on adoptions from that country until the concern is no longer valid.

Environmental Health

The Department of Health and Wellness' Office of Environmental Health is responsible for the administration and regulation of PEI's *Environmental Health Act*. Environmental Health conducts inspections of public and private services and facilities, including workplaces, to promote and protect public health and safety.

The Chief Health Officer, working with the staff of the Office of Environmental Health, has the authority to deem a building unfit for human habitation and can issue an order to vacate, a fine, or an order to alleviate the health hazards.

Phone: (902) 368-4970 (local), 1-800-958-6400 (toll free)

Website: www.gov.pe.ca/health/environmentalhealth

2.0 Support Services

2.1 VICTIM SUPPORT

Victim Services

Victims Services provides free, confidential services to men, women and children who have been victims of any crime on Prince Edward Island. Workers can explain the court process, the justice system, and the status of your case. They can provide short term counseling, help to prepare a victim impact statement, provide information regarding recovery of financial losses and make referrals for support services needed. Victim Services will also help you assess risk, make a safety plan and help you obtain an EPO (Emergency Protection Order) if needed. You do not have to involve police to access the services of Victim Services.

Queens and Kings Counties:

Honourable C.R. McQuaid
Family Law Centre
1 Harbourside Access Road
PO Box 2000
Charlottetown, PE C1A 7N8
Phone: (902) 368-4582

Prince County:

263 Harbour Drive
Suite 19, 2nd Floor
Summerside, PE C1N 5P1
Phone: (902) 888-8217 or
(902) 888-8218

Website: www.gov.pe.ca/go/victimservices

PEI Rape and Sexual Assault Centre

The Prince Edward Island Rape and Sexual Assault Centre is a community-based, non-profit, government funded organization that provides services across the province to adult and youth survivors of recent or historic childhood sexual abuse or sexual assault. Services include individual and group therapy, public education and support and information.

The commitment to privacy and confidentiality is a key cornerstone to the PEI Rape and Sexual Assault Centre and it's a crucial component to their therapeutic relationships with their clients. They never release confidential information about their clients without a client's written informed consent.

PEIRSAC Therapy Services are:

- For women and men (16 years and older) who have experienced sexual violence
- Free of charge
- Confidential
- Provided by professional therapists who are experienced and trained in trauma recovery

PEIRSAC does not provide the following:

- Couples and family therapy
- Services to children
- Groups only as resources allow
- Support and crisis intervention after regular work hours and on weekends
- Accompaniment to hospital or police

To make a request for therapy services, please call the therapy line at (902) 368-8055. Please leave a confidential voice mail message which includes: your name, number and whether staff can leave a detailed message at that number and they will get back to you as soon as possible. When one of their therapists returns your call, she will ask you a series of questions to gain an appreciation of your situation. Recent assault victims will receive priority. A therapist will call you as soon as possible to set up your initial appointment. If they have a wait list at the time of your call, you will be advised of this. Victims of recent sexual assault are seen as soon as possible.

1 Rochford Street, Charlottetown

**When visiting please use the Sydney St. entrance*

Phone:

General Inquiries: (902) 566-1864 (local), 1-866-566-1864 (toll free)

Therapy Services: (902) 368-8055 (local), 1-888-368-8055 (toll free)

Website: www.peirsac.org

Email: admin@peirsac.org

Hours: 8:30 a.m. - 4:30 p.m., Monday - Friday

Island Help Line

The Island Help Line is a free, bilingual, confidential and anonymous service. It provides information, active listening, and crisis counseling on family, child abuse, alcohol and drugs, parenting, suicide, loneliness and other problems. Island Help Line is operated by staff who are trained to listen and help callers generate solutions to their problems.

Phone: 1-800-218-2885 (toll free)

Hours: 24 hours a day, 7 days a week

Chrysalis Human and Sex Trafficking Support Line

The Chrysalis Anti-Human Trafficking Network is a non-governmental organization designed to provide free counseling and emergency support services for victims of human trafficking across Canada. The organization offers a free, Canada-wide support line for persons who have been trafficked and exploited for the purpose of commercial sex or forced labour. The support line is operated by The Psychologist's Association of Alberta. At present, telephone counseling services are available primarily in English and French with some translation of other languages available.

Phone: 1-866-528-7109 (toll free)

Website: www.chrysalisnetwork.org

Hours: 24 hours a day, 7 days a week

2.2 HOUSING / EMERGENCY SHELTER

Anderson House

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 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.

Things recommended you bring to Anderson House if possible:

- Photo ID/ driver's license if available
- Important documents/ records
- Young child's favorite toy/special blanket
- House keys

Phone: (902) 892-0960 (local), 1-800-240-9894 (toll free)

Website: www.fvps.ca/services

Email: admin@fvps.ca

Hours: 24 hours a day, 7 days a week

Chief Mary Bernard Memorial Women's Shelter

Chief Mary Bernard Memorial Women's Shelter provides emergency shelter for Aboriginal and non-Aboriginal women and their children experiencing family violence and homelessness. There is no fee for your bed or your suppers 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. Aboriginal women 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.

Phone: (902) 831-2332 (local), 1-855-297-2332 (toll free)

Website: www.cmbmws.ca

Email: womensshelter@lennoxisland.ca

Hours: 24 hours a day, 7 days a week

Salvation Army Bedford MacDonald House

The Salvation Army Bedford MacDonald House provides shelter and short-term residence for men, aged 18 or older, who find themselves in homeless situations. If you are trying to contact the shelter by phone and no one is available to take your call, please leave a message and a staff person will try to call back within a day, or as soon as possible.

184 Weymouth Street
Charlottetown C1A 4Z3

Phone: (902) 892-9242

Hours: 4 p.m. - 8 p.m., 7 days a week

2.3 LABOUR ISSUES

On Prince Edward Island, employees in most workplaces are entitled to the benefits outlined in the Province's *Employment Standards Act* and *Workers Compensation Act*.

Employment Standards

The Employment Standards Branch of the Department of Environment, Justice and Labour is responsible for the administration of PEI's *Employment Standards Act*. Through site visits, telephone contact and office interviews, Employment Standards can provide information and services on minimum employment standards in such areas as:

- payment of wages
- minimum wage rates
- overtime pay
- statutory holidays
- meal and rest periods
- maternity and parental leave protection
- sexual harassment
- filing a complaint against an employer
- and more

Sherwood Business Centre, 2nd Floor
161 St Peters Road, Charlottetown

Phone: (902) 368-5550 (local), 1-800-333-4362 (toll free)

Website: www.peiemploymentstandards.com

2.4 LEGAL SERVICES

Community Legal Information Association of PEI Inc. (CLIA)

CLIA is a non-profit, charitable organization that provides information, referrals, and support to clients on legal issues. It is important to note that CLIA provides clients with information about our laws, the justice system, and legal contacts but not legal advice. CLIA has a Lawyer Referral Service which can provide clients with brief legal advice for a nominal fee. The lawyer will tell you whether he/she thinks you have a legal problem, what is involved, how long it should take to solve the problem, and about how much it will cost if you choose to continue.

40 Enman Crescent, Room 111
Charlottetown, PE C1E 1E6

Phone: (902) 892-0853 (local), 1 800-240-9798 (toll free)

Website: www.cliapei.ca

Email: clia@cliapei.ca

Telephone Inquiry Hours: Monday to Friday, 8:00 am – 4:00 pm

2.5 TRANSLATION

RCMP

The RCMP will provide and pay for necessary Translation Services for victims, suspects or witnesses who are involved in an investigation.

*For contact information, see Section 1.

Victim Services

Victims Services provides free, confidential services to men, women and children who have been victims of any crime on Prince Edward Island. When translation services are required in the course of a victim's involvement with the agency, Victim Services will access and cover those translation services.

*For contact information, see Section 2.1.

PEI Association for Newcomers to Canada (PEIANC)

The PEI Association of Newcomers to Canada can provide interpretation and translation services for the completion of applications for all essential documents and services (SIN, child tax benefit, PEI medical cards, etc.) and for medical and dental appointments. They also assist in locating individuals who are willing to interpret to meet needs outside PEIANC programs.

49 Water Street

Charlottetown, PE C1A 1A3

Phone: (902) 628-6009

Website: www.peianc.com

2.6 HEALTH CARE

Note: Basic hospital and medical treatment is provided free of charge to eligible residents who have a PEI health card. This includes persons who are legally entitled to remain in Canada and who reside on Prince Edward Island for at least six months per year.

Residents of other Canadian provinces and territories who show their provincial/ territorial health cards will not be charged for basic hospital and medical treatment. The bill is charged to their province/territory of residence.

Non residents (ex. foreign students, tourists, transient persons) may pay a fee to access health care, may hold private medical insurance or may be eligible for coverage under the Interim Federal Health Program.

Interim Federal Health Program (IFHP)

The Interim Federal Health Program provides limited, temporary coverage of health-care costs to protected persons and their dependents in Canada who are not covered by a provincial health insurance plan.

Through the IFHP, victims of human trafficking **who have been issued a Temporary Resident Permit** are eligible for extended medical benefits including hospital and doctor's visits, ambulance services, prescribed medications, psychological counselling and limited dental and vision care. This coverage lasts for the duration of the Temporary Resident Permit.

The benefits available to a trafficked individual who does not have a Temporary Resident Permit but is a Refugee claimant depend on whether the claim is successful and whether they are from a "Designated Country of Origin (DCO)." Designated Countries of Origin are countries that do not normally produce refugees, respect human rights and offer state protection. Citizenship and Immigration Canada is less likely to give Refugee Status to claimants from these countries and limits medical coverage of such claimants to cases where there is a significant risk to public health.

A detailed list of health benefits and regulations for different Citizenship and Refugee Statuses and application stages is available on the CIC Website: www.cic.gc.ca/english/refugees/outside/arriving-healthcare.asp

Phone: Citizenship and Immigration Canada: 1-888-242-2100 (toll free)

Hospitals on PEI

Remember: In the case of a medical emergency, call 911.

Queen Elizabeth Hospital

60 Riverside Drive,
Charlottetown
(902) 894-2111

Prince County Hospital

65 Roy Boates Avenue,
Summerside
(902) 438-4200

Stewart Memorial Hospital

Rt. 12, Tyne Valley
(902) 831-7900

Kings County

Memorial Hospital
409 MacIntyre Avenue,
Montague
(902) 838-0777

Souris Hospital

17 Knights Avenue, Souris
(902) 687-7150

Western Hospital

148 Poplar Street, Alberton
(902) 853-8650

O’Leary Community Hospital

14 MacKinnon Drive, O’Leary
(902) 859-8700

Women’s Clinic

A part time Women’s Clinic is held at the Linden Avenue Medical Centre in Charlottetown. The clinic is primarily for young women who need contraception, a pap test or gynecology advice. No referral is needed. Patients can call and book their own appointments.

24 Linden Avenue, Charlottetown

Phone: (902) 367-3285

Mental Health

There are several Community Mental Health locations across Prince Edward Island which specialize in the treatment, assessment and consultation services. These locations provide a broad range of therapeutic mental health services to men, women, children and adolescents. Services include individual counseling, family counseling and group therapy. Referrals can be made by your doctor or you can call and request a service. When you make the initial call, the receptionist will take your name and phone number. Within a few days, an Intake Worker will call you back for an assessment to determine the best service for you. You can make a request for either a male or female counselor; however this may result in a longer wait time for service. General wait time for service is 30 days.

Souris

17 Knights Lane
Phone: (902) 687-7110

Montague

126 Douses Road
Phone: (902) 838-0960

Charlottetown

McGill Community Health Centre
55 McGill Avenue
Phone: (902) 368-4911

Charlottetown

Richmond Centre
1 Rochford Street
Phone: (902) 368-4430

Summerside

Prince County Hospital
65 Roy Boates Avenue
Phone: (902) 888-8180

Alberton

334 Church Street
Phone: (902) 853-8670

O'Leary

15 MacKinnon Drive
Phone: (902) 859-8781

Website: <http://www.healthpei.ca/mentalhealth>

Addiction Services

Addiction Services provides a broad range of services to men, women and youth with substance abuse and/or gambling issues. Addiction Services also provide services for family members affected by someone's substance abuse and/or gambling issues. Services include: detoxification, individual counseling, rehabilitation and family programs, among others. Referrals can be made from your doctor or you can call and request service. Referral information will be obtained by phone to determine your best service option.

Phone: Toll free: 1-888-299-8399
Charlottetown: (902) 368-4120
(bilingual services available)
Summerside: (902) 888-8380
(bilingual services available)
Alberton: (902) 853-8670
Montague: (902) 838-0960
Souris: (902) 687-7110

Website: www.healthpei.ca/addictions

2.7 COMMUNITY SUPPORT

PEI Association for Newcomers to Canada (PEIANC)

The PEI Association for Newcomers to Canada (PEIANC) is a non-profit charitable organization that provides short-term settlement services and long-term inclusion and community integration programs for new immigrants. PEIANC's staff can provide support and guidance to newcomers in the areas of settlement and integration, employment services, student services, community participation and can provide information to the community at large on refugee sponsorship, interpretation and translation.

49 Water Street,
Charlottetown, PE C1A 1A3

Phone: (902) 628-6009

Website: www.peianc.com

The Salvation Army

The Salvation Army is an international Christian organization providing fellowship, spiritual guidance and practical assistance for those in need. Since its inception in 1865, the Salvation Army has worked with exploited persons in communities around the world. The Salvation Army offers assistance and support by providing food and other basic needs, counselling services and referral to other resources in the community.

From 9 a.m. - 11:30 a.m., Monday to Friday, the Charlottetown location holds fellowship drop-in with coffee, tea and snacks. A food bank is also open between 9 a.m. to 11:30 a.m., Tuesdays and Thursdays.

The Summerside location provides various supports and services including community family services, a soup kitchen and a food bank. The soup kitchen, located at 374 Pope Road, serves hot noon meals Monday- Friday. The food bank, located at 79 All Weather Highway, is open between 1 p.m. - 4 p.m. Monday, Wednesday and Friday.

Charlottetown

158 Fitroy Street
Phone: (902) 892-8870

Summerside

Soup Kitchen: 374 Pope Road
Phone: (902) 436-6044

Food Bank & Community
Family Services:
79 All Weather Highway
Phone: (902) 888-3870

Website: www.salvationarmy.ca

Email: c.salvation@eastlink.ca

The Upper Room Hospitality Ministry

The Upper Room Hospitality Ministry runs a soup kitchen and food bank in Charlottetown.

Soup Kitchen

101 Richmond Street, Charlottetown
Phone: (902) 892-1995
Hours: 9 a.m. - 5:30 p.m., Monday - Friday
Lunch: 11:30 a.m., Monday - Friday
Supper: 4:30 p.m., Monday, Wednesday & Friday

Food Bank

33 Belmont Street, Charlottetown
Phone: (902) 892-7092
Hours: 8 a.m. - 4 p.m., Monday - Friday
Food Hamper Distribution: 9 a.m. - 11 a.m., Monday, Wednesday & Friday

Open Door Ministries

Open Door Ministries is a registered charitable and a humanitarian organization that aims to assist and empower PEI's marginalized women. It helps to meet basic needs, provide life skills and other mentoring and support groups to Island women, as well as one to one mentoring for those in addiction, incarceration and negative behaviour. It holds groups for those dealing with life long personal defeat, and conducts visitation and programming at the Provincial Correctional Centre and the local Women's Shelter.

374 University Avenue, Charlottetown
Phone: (902) 628-6826
Email: office@opendoorministries.ca

Family Service PEI

Therapeutic/Personal Counseling: *Counseling techniques for an individual, couple or family used to help achieve a stronger state of mental health and daily functioning.*

Financial Counseling: *Counseling used to help guide people toward the best way to use, invest and budget their money and resolve their debts.*

Family Service PEI provides both Therapeutic/Personal and Financial counseling. They also provide information on healthy living, family life issues and financial matters. Services are provided for all family members and referrals can be made to other specialist services, such as addictions, as needed. Family Service PEI also provides Employee Assistance Program services, when requests for counseling have been made through your work. Financial counseling services are provided free of charge. There is a fee for Therapeutic/Personal counseling; however it is on a sliding fee scale, based on income level and financial circumstances. If warranted, arrangements for service can be negotiated. After initial contact, you can usually set your first appointment within 7-10 days.

Charlottetown
158 Belvedere Avenue, Suite 5
Phone: (902) 892-2441

Summerside
109 Water Street
Phone: (902) 436-9171

Website: www.familyservice.pe.ca

Hours: 8:30 a.m. - 4:30 p.m., Monday - Friday

PEI Family Violence Prevention Services Inc. (PEIFVPS)
PEI Family Violence Prevention Services Inc. is a community volunteer organization that works to eradicate physical, sexual and emotional violence in families on PEI. The organization offers prevention programs and provides support services, such as Anderson House (see Section 2.2) and Outreach Services, for those who are victims of family violence.

Phone: Administrative Office: (902) 894-3354, ext 221

Website: www.fvps.ca

Email: admin@fvps.ca

PEIFVPS Outreach Coordinators

Outreach Coordinators provide support to women, men and children who have been victimized by violent relationships. Highly experienced Outreach Coordinators are available throughout the Island, generally Monday to Friday 8 a.m. - 4 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.

West Prince

Contact: Valerie Smallman

Phone: (902) 859-8849

East Prince

Contact: Norma McColeman

Phone: (902) 436-0517

Eastern PEI

Contact: Gwyn Davies

Phone: (902) 838-0795

Queens

Contact: Gloria Dennis-McVicer

Phone: (902) 566-1480 ext. 224

Catholic Family Services Bureau

The Catholic Family Services Bureau is a confidential, nondenominational counseling service that works to meet therapeutic needs by providing the highest level of individual, couple, and family counseling services for men, women and children. They use both traditional therapeutic techniques and creative arts counseling interventions (i.e. music therapy, play therapy). Also, the team provides wellness education programs and advocacy. At all times the team will demonstrate understanding, skills, comfort, tolerance, and sensitivity toward cultural differences such as ethnicity, culture, age, gender, sexual orientation, abilities, economic status, and religious/spiritual affiliation. **The fee for service is based on income, except in the case of domestic violence; in which case the service is free.**

Phone: (902) 894-3515

Website: www.catholicfamilyservice.ca

Hours: Monday to Friday, 9 a.m. - 5 p.m.

Le Groupe Consultatif Communautaire Evangeline (ECCG)

Le Groupe Consultatif Communautaire Evangeline in Wellington provides free services in both French and English to men, women and children. Anyone can call for support services or referral information as well as to find out about programs which exist in local communities. The ECCG works with prevention services for families experiencing domestic violence; abuse and harassment of children, youth and older adults; frauds and scams; cyber safety; bullying in the home/school/workplace and in sports.

Phone: (902) 854-2699, (902) 439-1147 (cell phone)

Hours: 7 a.m. - as needed

2.8 INCOME SUPPORT

Social Assistance Program

The Social Assistance Program offers income support for individuals and families who are unable to provide for themselves or experience a special emergency situation of need. The program can help cover the cost of basic needs such as food, shelter, personal expenses, medical, dental, optical care and assistance with funeral costs. The program provides benefits on a case-by-case basis to any resident of PEI who meets the program eligibility requirements according to the <http://www.gov.pe.ca/sss/index.php3?number=1028464&lang=E> Social Assistance Act.

Social Assistance Offices are in five locations across PEI:

Charlottetown

161 St. Peters Road
Phone: (902) 368-5338

Summerside

120 Harbour Drive
Phone: (902) 888-8397

Montague

41 Wood Islands Road
Phone: (902) 838-0728

Souris

15 Green Street
Phone: (902) 687-7170

O'Leary

45 East Drive
Phone: (902) 859-8835

Website: <http://www.gov.pe.ca/sss/>

2.9 IMMIGRATION STATUS

Citizenship and Immigration Canada (CIC)

Citizenship and Immigration Canada is the federal government department responsible for immigration services and citizenship registration including;

- the screening and approval of admissions into Canada for immigrants, foreign students, visitors and temporary workers;
- the screening and approval of applications for Canadian citizenship
- resettlement of refugees

There is no CIC office on Prince Edward Island, and all cases are processed by CIC's Halifax location. CIC offices are not open to the public, although if deemed necessary it may be possible to set up an appointment with a representative at the Halifax location by calling the toll-free number listed below. Immigration, Permanent Residency, Citizenship and other immigration-related applications can be found on the department's website.

Temporary Resident Permits for Victims of Human Trafficking

Victims of human trafficking who are not Canadian citizens or permanent residents can apply to CIC for a Temporary Resident Permit (TRP). A TRP can provide legal immigration status to victims for up to 180 days and depending on the person's situation, can be renewed after the 180 day period. A TRP gives victims access to health care and trauma counseling, and the option to apply for a work permit so they can work legally in Canada. There is no fee for an initial TRP for victims of human trafficking. Victims are not required to testify against their trafficker to be issued a Temporary Resident Permit.

It will be necessary to be interviewed by an immigration officer in order to be approved for a Temporary Resident Permit. The applicant does not have to prove at this interview that he or she has been trafficked, but does need to provide enough information to satisfy the officer that he or she may have been trafficked. The applicant may bring a lawyer to the interview if he or she has one.

Phone: 1-888-242-2100 (toll free)

Website: *www.cic.gc.ca*

Note: Staff of The PEI Association for Newcomers to Canada may be able to provide advice or translation assistance to ease the process of filling out Citizenship and Immigration application forms. For more information on the PEIANC, see Section 2.7.

2.10 OTHER

Prince Edward Island Human Rights Commission

Human Trafficking is not only a crime, it is a gross violation of human rights. In 1948, the United Nations adopted the Universal Declaration of Human Rights, which declares that:

- *All humans are born free and equal in dignity and rights*
- *No one should be held in slavery or servitude*
- *No one should be subject to torture or to cruel, inhuman or degrading treatment or punishment.*

The Prince Edward Island Human Rights Commission is an independent body that administers and enforces Prince Edward Island's *Human Rights Act* by dealing with complaints of discrimination. The Commission provides public information and education on human rights and can direct you to alternate resources if needed. If a formal human rights complaint is made, the Human Rights Commission will undergo a process of investigation and adjudication. There is no cost to file a complaint and complainants are not required to have a lawyer. However, complainants can hire a lawyer at their own expense, if they wish.

53 Water Street, Charlottetown

Phone: 368-4180 (local), 1-800-237-5031 (toll free in PEI only)

Website: www.peihumanrights.ca

Email: lbuell@peihumanrights.ca

3.0 ADDITIONAL RESOURCES

A Crime Victim's Guide to the Criminal Justice System

The Department of Justice

<http://www.justice.gc.ca/eng/pi/pcvi-cpcv/guide/index.html>

Anti-Human Trafficking Manual for Criminal Justice Practitioners

UN Office on Drugs and Crime.

<http://www.unodc.org/unodc/en/human-trafficking/2009/anti-human-trafficking-manual.html>

Caring for Trafficked Persons: Guidance for Health Providers

International Organization for Migration

http://publications.iom.int/bookstore/free/CT_Handbook.pdf

Ethical and Safety Recommendations for Interviewing Trafficked Women

World Health Organization

<http://www.who.int/gender/documents/en/final%20recommendations%2023%20oct.pdf>

Employment Standards Act

Government of Prince Edward Island

http://www.gov.pe.ca/law/statutes/pdf/e-06_2.pdf

Guidelines for the Housing of Seasonal, Migrant or Transient Farm Workers

Department of Health and Wellness, Environmental Health

http://www.gov.pe.ca/photos/original/doh_farmwrkergl.pdf

Hidden Abuse-Hidden Crime: The Domestic Trafficking of Children and Youth in Canada. The Relationship to Sexual Exploitation, Running Away, and Children at Risk of Harm

RCMP
<http://cpc.phippsinc.com/cplib/pdf/74192.pdf>

Human Trafficking in Canada: A Threat Assessment

RCMP

<http://www.rcmp-grc.gc.ca/pubs/ht-tp/hta-tpem-eng.htm>

Immigration and Refugee Protection Act

Government of Canada

<http://laws-lois.justice.gc.ca/eng/acts/I-2.5/index.html>

Temporary Foreign Workers in Prince Edward Island

The Cooper Institute.

<http://www.cooperinstitute.ca/sitefiles/File/Changing-Hands---Temporary-Foreign-Workers-in-PEI.pdf>

United Nations Human Trafficking Initiatives

<http://www.unodc.org/unodc/en/human-trafficking/index.html>



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