

GUIDE: What to Do if You Experience Family Violence in Calgary



Emergency Contacts

- **Call 911** if you or your children are in immediate danger.
- **Family Violence Info Line** (24/7, Alberta-wide): Call or text 310-1818 for confidential help and referrals.
- **Fear Is Not Love** (Calgary Women's Emergency Shelter): Call 403-234-7233 (SAFE) or 1-866-606-7233 toll-free.
- **Distress Centre Calgary** (24/7 support): 403-266-HELP (4357).

General Steps for Safety

- **Recognize abuse:** It includes physical, emotional, sexual, or financial control.
- **Create a safety plan:**
 - Keep your phone charged and accessible.
 - Prepare a small emergency bag (ID, keys, money, documents, medication).
 - Plan where you can go (friend, relative, shelter).
- **Document incidents safely** (dates, photos, messages).
- **Protect your privacy:** Use private browsing, change passwords, turn off location sharing.
- **Seek support:** Contact helplines or counselling services.

Scenarios and Actions

A. You Are at Home with the Abuser

- If violence starts or you feel unsafe: call 911 immediately.
- Move to a safe room without weapons and with an exit.
- If you cannot leave right away, contact the Family Violence Info Line (310-1818) for safety planning.
- Tell someone you trust what is happening.
- If children are present, prioritize their safety.

B. You Are Talking to the Abuser by Phone or Online

- If the person threatens or harasses you, hang up and call 911 if you feel unsafe.
- Save messages or call logs as evidence.
- Block or limit communication.
- Reach out to a support line for legal and safety advice.

C. Physical Abuse

- Call 911 if it is happening or you feel in danger.
- Seek medical help for any injuries.
- Keep evidence (photos, messages, medical records).
- Ask shelters or police for help finding safe housing.

D. Emotional or Psychological Abuse

- Recognize it as a form of violence.
- Write down incidents and their effects on you.
- Contact support organizations for counselling or group programs.

E. If You Have Children

- Their safety comes first. If they are harmed or threatened, call 911 or child protective services.
- Include them in your safety plan.
- Choose shelters that offer child and family support.

F. If You Do Not Have Children

- Focus on your personal safety and mental health.
- Contact support lines or legal aid for guidance.

Additional Resources

- **YW Calgary Domestic Violence Shelter:** Support for women with or without children. ywcalgary.ca/programs/domestic-violence-shelter
- **Sagesse Domestic Violence Support:** Peer support and community programs. sagesse.org
- **Safer Spaces Certificate:** Lets you break a rental lease early due to safety reasons. alberta.ca/family-violence-find-supports

Community Resources

For information on other community and social services, call 2-1-1 or visit ab.211.ca.
In an emergency, call 9-1-1 immediately.

Adult Counselling

- **Distress Centre** – 24-Hour Crisis Line: 403-266-HELP (4357) | Teen Line: 403-264-TEEN (8336) Free, face-to-face counselling for individuals, groups, and families. Website: distresscentre.com
- **Calgary Counselling Centre** – Register online 24/7. Tel: 833-827-4229 | calgarycounselling.com
- **Calgary Women's Emergency Shelter** – 24-Hour Family Violence Help Line (for women and men). Tel: 403-234-SAFE (7233), Toll-Free 1-866-606-7233
- **Eastside Family Counselling Centre** – 24-Hour Crisis Line: 403-299-9699 For children, youth, and families struggling with mental health issues. Walk-in Counselling: 255 495 36 St. N.E., Northgate Mall | woodshomes.ca

Seniors

- **Unison Elder Abuse Resource Line** – Tel: 403-705-3250 | albertaelderabuse.ca
Unison Alberta offers an Elder Abuse Shelter in Calgary
- **Calgary Senior's Resource Society** – Tel: 403-266-6200



Sexual Assault Support

- **Calgary Communities Against Sexual Abuse (CCASA)** – 24-hour crisis line and short-term counselling (ages 12+). Tel: 403-237-5888 | Toll-free: 1-877-237-5888 | calgarycasa.com
- **Calgary Sexual Assault Response Team (CSART)** – 24-hour specialized medical care within 72 hours of assault. Location: Sheldon M. Chumir Health Centre, 1213 4th St SW | Tel: 403-955-6011 | albertahealthservices.ca
- **Sexual Violence Legal Advice Program (Free)** – Calgary Legal Guidance. Tel: 403-234-9266 | clg.ab.ca/programs-services/ Free legal advice, lawyer support, and trauma-informed advocacy.



Court Support

Victim Assistance Support Team (VAST) – Court Support Program. Provides information about the justice system, court updates, orientation, and accompaniment when available. Tel: 403-428-8398

Not every counsellor will be the right fit. If you feel uncomfortable, you can ask to be connected with a different counsellor.

This is a common request, and agencies want to ensure you receive the support you need.



Summary Table

Situation	Immediate Action	Contact
Physical danger	Call 911	Police / Emergency services
Fear of escalation at home	Call 310-1818	Family Violence Info Line
Emotional abuse or stalking	Save evidence, seek support	Fear Is Not Love: 403-234-7233
Children affected	Call 911 or child protection	YW Calgary Shelter
Need housing or legal advice	Contact shelters / legal aid	310-1818 or Sagesse.org