

Human Trafficking Protocol

City of Kingston and Frontenac County

Best Practice Guidelines for a Collaborative Response for Victims and Survivors of Human Trafficking



United Way
Kingston, Frontenac,
Lennox and Addington

Developed by the KFL&A Anti-Human Trafficking Working Group, with support from United Way KFL&A, 2022

Human Trafficking Protocol – City of Kingston and Frontenac County

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PARTNERS

The achievement of the human trafficking protocol was a collaborative process with input and direction from members of the Anti-Trafficking working group, as well as other community partners in the City of Kingston and Frontenac County. The vision of creating the protocol and the content contained within are because of the efforts of the community partners who are involved in the working group.

FUNDING

All agencies involved in the creation of this protocol are grateful to the United Way for providing the resources to enable this protocol to come to fruition. The resources were received through a grant from the Community Investment Fund.

LAND

The Kingston and Frontenac Human Trafficking Working Group want to acknowledge that The City of Kingston and Frontenac County sits on the traditional territory of the Huron-Wendat and Haudenosaunee (Iroquois) peoples. This territory is covered by the Upper Canada Treaties.

VICTIM

All partners wish to acknowledge, pay respect, and honour every person who has suffered at the hands of a trafficker, including those who have lost their lives to trafficking incidents. We also respect all survivors who have come forward, allowing us to learn to better protect those vulnerable persons and their fellow survivors.

PROTOCOL SIGNATORY PAGE

We, the signatory and community partners, undertake to carry out our respective roles and commitments in accordance with the Human Trafficking Response Protocol for Kingston and Frontenac County. We also affirm our commitment to and accountability for the implementation and monitoring of the best practice guidelines for a collaborative response to victims of human trafficking as outlined in this protocol.

Victim Services of Kingston and Frontenac

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St. Lawrence Youth Association

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Kingston Interval House

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Sexual Assault Centre

Peer Review

One goal of the working group was to have the final draft of the protocol be peer reviewed by a person who has lived experience, as well as an independent review from someone who has experience with an indigenous focus and familiarity.

The lens which each person provides to evaluate the protocol is invaluable. The practical experience each person brings will support confirmation that the content, pillars and guiding principles contained in the protocol are moving human trafficking mitigation, response and prevention in this Region, in the right direction.

Alexandra Stevenson is a sex trafficking survivor and advocate who co-founded a U.S. based anti-trafficking non-profit, focused on prevention. Alexandra is originally from Ontario and the trafficking incident involving her occurred here. Alexandra educates and provides presentations to all sectors, to increase trafficking awareness and establish tangible prevention tools.

Attached are the links to Alexandra's social media and website.

<https://www.tiktok.com/@thelaughingsurvivor>

<https://www.instagram.com/thelaughingsurvivor/>

<https://www.thelaughingsurvivor.com/>

Matt Richardson is an expert on internet safety, strategic media and public relations. He is a College Professor at Loyalist College in Belleville and founder of the Digital Empowerment Project, where he delivers online safety talks to students with numerous school boards, providing students with the tools to thwart online traffickers and predators.

Matt is also a supervisor with the Anti-Trafficking Intelligence Initiative, where he actively investigates sex trafficking cases and collaborates with law enforcement. His efforts have led to the arrest and conviction of numerous persons for trafficking related offences.

Collin Graham is a Community Development Manager at the Ontario Native Women's Association. Collin has years of experience working with youth relating to mental health, sexual health, and he is an advocate for empowering those persons in the 2S-LGBTQ+ community. Although Collin could not offer a peer review, he provided relevant quotes, from his experience, which you can see throughout the protocol, that reinforce the concepts and ideas brought forward.

Associated Agencies and Community Partners

A victim of human trafficking may enter the service delivery system in Kingston and Frontenac through a variety of means, including any of the agencies who are members of the protocol. There are numerous organizations in the City of Kingston and County of Frontenac who provide services to individuals that have been victims of human trafficking and those persons who are at risk of being trafficked.

Each agency was invited to provide a program description, their mandate, and services they provide to trafficking victims. To make for ease of reference and to associate like organizations, the agencies are categorized in the following manner: practical assistance and wraparound care, counselling, youth services, educational, shelter/housing, law & legal and medical.

The following agencies and organizations provided service descriptions for inclusion in the protocol:

- Kingston Health Sciences Centre Sexual Assault/Domestic Violence Program
- Kingston Probation and Parole Services
- Maltby Centre
- St. Lawrence Youth Association
- Sexual Assault Centre Kingston
- Youth Diversion
- Limestone District School Board
- Kingston Interval House
- Royal Canadian Mounted Police – Kingston Detachment
- Queen’s University – Human Rights and Equity Office/Campus Security and Emergency Services
- Elizabeth Fry Kingston
- Addictions and Mental Health Services
- Family and Children’s Services, Frontenac, Lennox and Addington
- City of Kingston, Housing and Social Services
- Ontario Provincial Police, IJFS and Frontenac County Detachment
- Kingston Police
- Victim Services of Kingston and Frontenac

Overview – Domestic Human Trafficking

Trafficking in persons is a crime under the Criminal Code of Canada. Domestic human trafficking is the exploitation of persons who live in Canada, as well as those persons who travel to Canada, who may be a student or seeking employment. The process of trafficking encompasses several components or phases, including grooming, recruitment/procuring, exploitation, harbouring, as well as coercion and manipulation, on behalf of the trafficker.

Traffickers often target young, vulnerable and/or naïve individuals, establishing a false relationship with the victim (luring/grooming/recruitment) before entering the coercion/manipulation stages and finally exploiting the victim into providing a labour or service and taking the profits for themselves (material benefit).

During this process, the victim becomes dependent on the trafficker - physically, emotionally and/or financially. The trafficker uses manipulation, physical violence, and threats against the victim and those close to them, to cause fear. Often, the trafficker will turn the victim against their family and friends.

This systematic manipulation causes a trauma bond between the victim and trafficker, which makes supporting those persons who have been trafficked quite challenging.

Women, men, transgender, nonbinary, and gender nonconforming persons can be victims of sex trafficking. In Canada, it is estimated that approximately 96% of trafficking victims are female and approximately 68% of sex trafficking incidents occur in Ontario, according to Government of Canada statistics.¹

The most common form of human trafficking in Canada is sex trafficking, which presents itself in four major types.

1. **Familial based** – victims who are groomed and trafficked by immediate and extended family members, in the sex trade, forced labour and/or servitude. The primary motivation of the trafficker is poverty, as well as generational and cultural impacts. Material benefit received can be in the form of survival items, food, drugs/alcohol, shelter, and money.
2. **Organized Gang Facilitation** – organized street gangs who recruit, groom, and coerce vulnerable persons, primarily into the sex trade. Victims in these situations are usually placed into a substance dependence situation by their trafficker.
3. **Substance Dependency Driven** – Victims with substance abuse issues who are forced into a situation where their trafficker uses their dependency against them, forcing them to work in the sex trade in exchange for drugs and necessities.
4. **Economic Driven** – the existence of large-scale sporting events, resource extraction projects and substantial construction projects attract many people to a relatively small geographical area, where there is an increased demand for sexual services.

¹ These statistics are from Government of Canada data, included in this document. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2022001/article/00010-eng.htm>

Local Focus

The City of Kingston and County of Frontenac are situated on Highway 401, between Toronto and Montreal. Highway 401 is a known conduit to transport trafficking victims between these two large cities, which are both established trafficking hubs. Therefore, Kingston and area sees a significant residual effect, based on its geographical location, substantial population (customer base), hotel facilities and large high school population, which provides many potential targets for traffickers.

In addition, the City of Kingston contains two post-secondary institutions, along with a Canadian Defence Academy College. Many students attend these institutions from other jurisdictions and other countries. Unfortunately, post-secondary campuses provide a dynamic where traffickers can attract vulnerable persons and coerce them into various forms of human trafficking against their will. Specifically relating to sex trafficking, these factors provide traffickers with facilities (hotels), vulnerable persons (high school, post-secondary and international students) and ease of access (Highway 401, mid-way between Toronto and Montreal) to continue their offences.

Trends

All service providers who are members of the human trafficking working group have noticed an increase in the number of persons utilizing services, who identify as victims of human trafficking. Throughout Ontario, a major centre for human trafficking, there are emerging trends which are of concern. All sectors who have a role in fighting human trafficking must remain agile, as traffickers change their tactics and use technology to their advantage. Here are some trends which require attention:

Substance Abuse and Sex Trafficking - Intersectionality

One critical issue common in all jurisdictions, including Kingston and Frontenac County, is the vulnerability of persons who are suffering from substance abuse to sex trafficking. Traffickers of illicit drugs trap their customers into a cycle of providing sexual services against their will, in exchange for illicit drugs. This cycle is particularly harmful to these vulnerable persons, who are also susceptible to overdose, communicable disease and sexually transmitted infections.

International Students

As noted previously in this protocol, the City of Kingston contains two post-secondary institutions, along with a Military College. These learning institutions host many international students, who reside in Kingston and Frontenac County, while studying.

International students have unique vulnerabilities and/or targeting factors to several forms of human trafficking, including forced labour, sex trafficking and domestic servitude. These person's vulnerabilities include, lack of financial sustainability, which leads to gaps in resources to pay rent, purchase food, tuition, and other expenses. In addition, international students are restricted in the number of hours they can legally work in Canada while

attending school. These students are susceptible to debt bondage, a lack of knowledge relating to consent and the laws of Canada relating to sexual violence. These students also lack family supports and face language and cultural barriers, which make them more susceptible to being taken advantage of.

Indigenous and Racialized Persons

Indigenous persons have specific vulnerabilities to trafficking, beyond what others in Canadian society struggle with. These vulnerabilities include racism, social exclusion, and generational trauma, stemming from trauma suffered due to colonization.

Based on these vulnerabilities, Indigenous persons are targeted by traffickers, because many persons in this community are navigating the compounding effects of generational trauma and colonization, and a broken spirit. Recruitment and grooming tactics meet less resistance; therefore, the grooming process may be shorter, and traffickers may find more “success” than with a victim who is not facing these additional targeting factors.

Often, people that have been trafficked or are still entrenched do not identify their experience to exploitation and they may not know that what is happening is illegal. Due to the destructive impacts of colonialism, Indigenous peoples exist at stage three “breaking of identity”. This further reinforces that Indigenous human trafficking is inherently very targeted. – Collin Graham, Ontario Native Women’s Association

Racialized persons also have specific vulnerabilities and targeting factors to human trafficking. Persons who are not citizens, who have little to no rights within a country, may have few support services available to them. In addition, laws, and access to government officials, to assist with circumstances, are limited. Racism, colonialism, sexism, daily oppression and intersectional identity, in conjunction with other targeting factors, lead to oppression of racialized persons and an increase of human trafficking incidents.

Online/Cyber Concerns

Young persons can be particularly naïve and vulnerable to traffickers who are present and active in the online world. It is critical to channel resources to prevention and education programs relating to young persons, empowering them to confidently navigate the online space and have the tools to identify and resist a trafficking or other unsafe situation.

Service providers and law enforcement should also be cognizant to emerging trends in sex trafficking. A large percentage of procuring occurs in the online space. Online subscription services and sugar dating are new tools in which traffickers can use to exploit their victims. Being cognizant of these trends can assist law enforcement and service agencies to make connections with victims, be informed of the terminology used by victims and utilize their knowledge to create and maintain rapport.

Technological Advances to Assist Service Agencies

There are technological tools to assist agencies in identifying human trafficking victims. Software applications such as “cse-it”², which is designed to improve early identification of persons who are being exploited for the commercial sex trade, are great tools to assist service agencies.

Tools such as cse-it can assist service agencies to intervene early in a sex trafficking incident. A goal of the working group should be to identify and share other tools that can assist, which can be found online or through each service agency’s members network.

It is important to note that persons with specific vulnerabilities or targeting factors, comparatively pose a higher risk of being pursued by a trafficker. However, the working group does acknowledge that any person, under specific circumstances, could be the victim of a trafficker.

² The “cse-it” computer software was developed by Westcoast Children’s Clinic

Guiding Principles for Service Delivery

Member agencies who are part of this protocol will lead and organize all community partners in:

- the prevention of incidents,
- educating those persons who are vulnerable and at risk of becoming victims of trafficking,
- the response to trafficking incidents,
- supporting victims by working together,
- coordinating their collective response and resources, and
- implementing information sharing agreements

All agencies who are members of this protocol are committed to breaking down barriers for all victims; female, male, those persons in transition and those who have transitioned. These barriers include mistrust of agencies, previous discrimination, fear of conflicting with the law, fear of the trafficker, language barriers, those who do not see themselves as victims and the fear of the trafficker being arrested/charged.

The member agencies should identify other organizations who can be key partners to assist in educating those persons who are vulnerable, with the goal of preventing incidents from occurring. Most importantly, agencies will purposefully outreach to those community agencies who can assist with victims of trafficking, ensuring all efforts are made to assist a victim and putting them on the best path to recovery.

All agencies recognize that there are different sectors of the population who experience trafficking differently, through unique vulnerabilities, trafficking dynamics and other factors. By engaging with these groups, member agencies can better understand and respond to the sector's needs and develop relevant education, prevention, and response models to meet those diverse needs.

Foundational Information/Components

What is the purpose of the human trafficking protocol for the City of Kingston and Frontenac County?

In the City of Kingston and Frontenac County, there is a working group, consisting of service agencies, law enforcement, school board representatives, personnel from post-secondary institutions, Kingston Health Sciences Centre, Victim Services, among others. The vision of the working group was to create a protocol relating to human trafficking, to ensure the following:

Goal #1 – to ensure all agencies and community partners have consistent information to assist victims, wherever they come into the delivery system.

Goal #2 – to ensure all agencies involved in assisting victims of human trafficking are provided the opportunity for ongoing training and development surrounding human trafficking, as it is a continually evolving crime.

Goal #3 – The agencies involved can use this protocol as a reference guide to assist victims to seek services which can be streamlined and avoid duplication. Victims of human trafficking suffer from immense trauma and should not be subjected to navigating a complicated social services system. It is the member agencies responsibility to ensure services in the community are easy to acquire to assist the victim, both in their recovery and in seeking life stabilization supports.

The recovery of a human trafficking survivor is difficult to quantify and define. It is acknowledged that many persons who have endured a human trafficking incident may never fully recover. However, the successful re-integration into society with normal functionality could be quantified as a success.

Goal #4 - To connect service agencies and other organizations who may encounter these types of incidents to each other. This will assist in identifying the services each agency and organization provides, to ensure victims are properly supported.

Goal #5 – To have member agencies utilize agreed upon best practices to support victims. This is inclusive of evaluation of needs, funneling through to appropriate supports and services and ensuring victim's rights are protected. The working group could work toward a goal of having a system navigator, to assist victims in receiving the services required, without being overwhelmed. This also coincides with a proposed information sharing agreement (located within pillar number three below), which is the first step in streamlining services for victims.

Information provided by survivors of human trafficking has proven that early establishment of community services leads to:

- Less chance of victim re-entering the sex trade
- Better results of mental health assistance
- Greater chance of recovery from substance abuse
- Better re-integration into society
- More/earlier recognition of victimization through a trafficking lens

*We recognize that reconnecting survivors back to their culture and communities is paramount as solutions to healing already exist within the community. **Collin Graham – Ontario Native Women’s Association***

Declaration of Commitment

All agencies, when working in collaboration with each other and within the principles of the protocol, must understand how trafficking in persons affects the community we serve and the victims within. By earning the trust of victims and building on those foundations, we can make a difference in their lives and *“reframe the story”*.

By using the principles of consistency and availability, we can build trust with victims – *“Do what you say you are going to do!”*

There are proven strategies which have been successful in other jurisdictions, principles such as **collaboration, cooperation, inter-agency accountability, connections between primary organizations** and most importantly, **placing victims first**.

The member organizations in this protocol will strive to provide the best possible services to victims, including:

- identifying and respecting the basic needs of the victim and providing those requirements,
- delivering culturally relevant services,
- being capable of supporting the victim’s sexuality and/or gender expression,
- discussing reporting requirements, and
- providing access to other relevant services in the community.

The agencies involved with the protocol will work together to create an environment where victims can **speak freely, feel understood** and are **free from judgement**.

In addition, these agencies will cooperate with each other to provide a continuum of care including:

- timely access to medical and mental health care,
- psychological support,
- substance dependency treatment,
- economic, social, and legal security,
- child welfare support

The service providers involved with the human trafficking protocol use a trauma informed approach with trafficking victims, which allows agency members to see them through that lens. This provides the victim the opportunity to accurately reflect on their lives, the victimization they have survived and their personal history.

All member agencies will build relationships between themselves and with victims, establishing trust throughout the local service system and continue to build a practice which can be successful throughout the community. This working group has the privilege of assisting victims of one of the most serious crimes which occur. It cannot be overstated that the trauma suffered by a human trafficking victim is immense and unique. All agencies involved in the working group should be striving to provide services with the best and most relevant approaches to treating these victims.

*When it comes to the discussion about human trafficking and sexual exploitation, we need to accept that this is its own world which has its own culture. We must be mindful that this world is not black and white – there is more grey than there is black and white. We need to be cognizant that we have this conversation in grey, because when we start speaking in terms of black and white, we create new barriers for women. We need to provide appropriate resources and services for wherever they are at on their journey. It is our job to be able to navigate this grey world recognizing that this world is constantly evolving and changing, and we must be able to adapt just as fast as it changes. – **Collin Graham Ontario Native Women's Association***

Pillars

The human trafficking working group identified three pillars to assist in reducing human trafficking incidents in the Region and ensure victims receive proper support.

1. Prevention/Education/Awareness

One of the goals of the working group is to empower persons who may be vulnerable to trafficking by giving them the tools to recognize the tactics of a trafficker and take the proper steps to impede their advances. Education and prevention programs have proven to be successful in providing those persons who are most vulnerable, the tools to impede traffickers from taking advantage of them.

Another important component is raising awareness that trafficking in the community is a very real and serious issue, which needs to be addressed. It is vital for all service agencies to understand the certainties in this jurisdiction and establish programs which provide measurable outcomes relating to education, prevention, awareness, and response to incidents.

2. Identification of Trafficking Victims

A trafficking victim will enter the delivery system through any agency involved in servicing these persons or through law enforcement. Commonly, victims are discovered through police intervention, disclosures when interacting with service agencies and through the completion of community education and prevention initiatives.

There are many sectors represented in the KFL&A Anti-Trafficking Working Group. All these agencies collaborate with each other, which ensures service agencies in the Region have the most up-to-date information on human trafficking, as well as training on emerging trends which traffickers are using to lure vulnerable persons.

Members of the working group complete presentations in the community to provide staff at service agencies the information required for them to recognize the indicators of trafficking victims, related activity, and to have the tools to respond when they receive a disclosure and need to help.

3. Intervention, Assessment and Support

Intervention

Intervention in a sex trafficking incident can be complex and dangerous. Human trafficking is a hidden crime and can be difficult to detect. There are numerous indicators which may lead a service agency member to suspect someone is the victim of human trafficking.

By having the knowledge, training and recognition of the indicators and targeting factors, professionals can intervene, ask questions, and validate their observations. This intervention can begin the process of assisting a victim in identifying their victimization/needs and exiting their situation.

Each agency plays an important role and contribution to the intervention of human trafficking incidents. No service is more important than another and all are required to work together for positive outcomes.

Assessment

When a human trafficking victim enters the service sector in the Region, it is expected they will receive comprehensive and trauma-informed care. The agency members agree to work together to provide all basic needs to a trafficking victim. It is understood that one agency alone cannot satisfy all needs of a victim, therefore all agencies will collaborate to meet each victim's unique requirements.

All agencies should ensure that the victim understands all options for services available in the City of Kingston and County of Frontenac. These services include immediate needs, shelter, clothing, food, personal hygiene items and medical treatment. These initial steps are vital, to ensure the victims do not relapse into the lifestyle, reconnect with their trafficker or work independently in the sex trade, which is inherently exploitative.

Longer term needs should also be offered, including mental health support, on-going medical treatment, emergency travel, childcare, emergency accommodation, among others.

Human trafficking victims endure a distinctive form of dysfunctional attachment, through the forceful formation of trauma bonds with their trafficker(s). The victim may not even realize they have been trafficked, they may have trouble recollecting all the events which occurred during an incident and may not be able to articulate all their needs. This can lead to impediments to receiving all appropriate supports.

Agencies will likely need to advocate on behalf of victims for the proper services to support their unique needs, even if the victim has not specifically asked for the service. By educating victims about the number of services available to them, victims can be fully informed, provide consent and assist in their own recovery. In addition, agencies should be ready for ongoing and/or shifting disclosures, as victims develop trust with them and may unlock memories throughout the process.

There are barriers to services, which can be dismantled through collaboration from the protocol member agencies. For example, intake processes can be streamlined to provide victims with access to the most needed services in an efficient manner. Crisis intervention for trafficking survivors is time sensitive. By having a flexible intake process, an agency can assist in obtaining services for survivors in a timely fashion.

Support

Human trafficking is a unique crime and victims suffer immense trauma, which requires immediate and intense intervention. By utilizing straight forward principles, assistance can be provided to victims, which can bring positive outcomes.

Collaborative Practices

Collaboration between service providers is essential. Human trafficking victims need many services to survive, recover and thrive within a community. Each service agency involved in this protocol can provide their own specialized care to a victim, however one agency cannot provide all services required by a victim of trafficking. It is critical that all service agencies work collaboratively to meet the needs of a survivor.

Information Sharing Agreements

Information sharing agreements are a tool that provides for a more seamless continuum of care. By receiving informed consent from a survivor, it minimizes the number of times a survivor is required to share their story. By being able to access client histories, it allows for more targeted services for survivors.

Client Advocacy

All agencies who are involved in the human trafficking protocol should be intently advocating on behalf of trafficking survivors and their needs, such as housing, counselling, income services, among others, without a request coming from the survivor. Many persons who were involved in a trafficking situation have yet to come to terms with the incident and/or may not believe they were involved in a trafficking situation. These hesitations can cloud their judgement and they may not know what services they require.

Specialized Staff

Many agencies have trained specific staff members to such a level where they can confidently designate them as a human trafficking specialist. This allows for survivors of trafficking to be supported by agency members who understand the trauma they have suffered; know the services they may require and the match to those resources in the community.

Specialized Services/Delivery

The Province of Ontario offers funding for specialized services relating to human trafficking victims. These services are offered through the Victim Quick Response Program, which can be accessed through Victim Services of Kingston and Frontenac.

In addition, there are many other agencies in the community who have funding models which include specific resources to assist human trafficking victims and/or funds for education and prevention efforts. These resources should be identified to the larger working group, to compliment the identification of specific services offered by the member agencies.

Access to Housing/Shelter

Housing is vital for human trafficking victims. This working group has the capability and resources to identify, plan and achieve a strategy for housing resources in this jurisdiction.

Glossary of Terms

The terms included in this glossary are commonly used in human trafficking, in all service sectors and those which may or may not be known to victims. These terms are included to ensure all stakeholders understand what is meant by the terminology included in this protocol.

Branding – a tattoo or physical branding, placed somewhere on a victim, used by traffickers to show ownership of the victims under their control. Often the image depicted in the branding tattoo is associated to the trafficker, possibly a nickname or gang symbol.

Circuit – A series of cities where trafficking victims are moved. In Ontario, one of the main circuits is Highway 401 between Windsor and Montreal, which includes the City of Kingston.

Coercion – The practice of persuading a person to do something by using force or threats.

Confidentiality – the right of a person to have information about themselves and persons close to them kept private and not shared with other persons without their permission and consent.

Crown Attorney – Prosecutors in the legal system in Canada. They represent the Crown and act as prosecutor in proceedings under the Criminal Code and various other statutes.

Debt Bondage – when a trafficking victim “owes” money to their trafficker for food, transportation, alcohol, drugs, among other items and is expected to repay the trafficker for providing them. The victim has no way of accounting for the debt and the trafficker may arbitrarily increase the amount owed.

Deception – For the purposes of human trafficking, deception is the practice of intentionally misleading another person to exploit them.

Domestic Servitude – a form of human trafficking, usually placed into the sub-group of forced labour. A victim of domestic servitude is usually forced to complete household duties for their trafficker, such as house cleaning and looking after children of the trafficker.

Exploitation – causing another person to provide, or offer to provide, labour or a service by engaging in conduct that, in all circumstances, could reasonably be expected to cause the other person to believe that their safety or the safety of a person known to them would be threatened if they failed to provide, or offer to provide the labour or service (*Criminal Code of Canada*).

Forced Labour – a form of human trafficking, it usually involves the victim being forced to complete duties in the agriculture or construction sectors. Victims work long hours with little to no pay, are housed with fellow victims in less-than-ideal conditions and fed sparingly.

Fraud – the knowing misrepresentation of the truth or concealing actual fact, which induces another person to act to their detriment.

Gender-based Violence – Violence committed against a person based on their gender identity, gender expression or perceived gender. This type of violence can take on many forms, physical, sexual, psychological, cyber, emotional, economic, as well as neglect and harassment.

Grooming – Befriending and establishing a false relationship with a person, in the hopes of recruiting them to work in the sex trade and exploit that person.

Harbouring – the act of hiding and housing a human trafficking victim, keeping the person under the control of the trafficker.

Health Equity – Equal opportunity for a person to be healthy despite factors relating to a person’s social position, including influences such as race, ethnicity, gender, religion, sexual identity or a disability which may limit that ability.

Human Smuggling – the facilitation, transportation or attempt thereof, or illegal entry of a person(s) across an international border, in violation of one or more countries’ laws. This act is usually committed through clandestine means or through deception.

John/Customer/Client – A person who pays for or trades something of value in exchange for sex acts.

Manipulation – the action of influencing or controlling someone or something to one’s advantage, often without anyone knowing it.

Procuring – Attempt to procure (persuade) a person to have illicit sexual intercourse with another person.

Patient/Client – an individual a service provider encounters in a professional capacity.

Recruitment – the deceptive practice of entrapping a victim into a situation where they are exploited.

Sexual Exploitation – a person forced to perform sex acts against their will, for the material benefit or gain of another person.

Survivor – Refers to an individual who was the victim of a crime, however, is now recovering from the effects of being a target of a criminal act.

Tactics – In relation to sex trafficking, a tactic is an action used by a trafficker in the process of grooming, recruitment, manipulation, coercion, and exploitation of a victim, in order for the victim to complete sex acts against their will.

Targeting factors - Much along the lines of vulnerabilities, targeting factors stem from circumstances which traffickers detect in marginalized persons, which provide traffickers with confirmation they can attempt to take advantage of the vulnerable person.

Trafficking in Persons – Trafficking in persons involves the recruitment, transportation, harboring and/or control of the movements of persons for the purpose of exploitation, typically for sexual exploitation or forced labour (*Government of Canada, 2021*).

Transport – the act of a trafficker moving a victim from one location to another, to facilitate the further sale, or to hide the victim and avoid detection from law enforcement.

Trauma Informed Approach – an approach in the human services field which assumes an individual is more likely than not to have a history of trauma

Victim - Refers to an individual who has been the target of a criminal offence

Vicarious Trauma – occurs when a service provider begins to experience symptoms/conditions from witnessing the trauma of others

Vulnerabilities – an individual's personal, situational, or circumstantial susceptibility is intentionally used against them or otherwise taken advantage of

Appendix 'A' – Associated Agency and Organization Profiles

Each participating agency was asked to provide a profile. These profiles include a short description of the services each agency provides in the community, the person(s) who may be a specialist in the area of human trafficking, their contact information and a logo. The purpose of including the agency profiles is for quick access should someone within the working group need to contact a person with human trafficking knowledge from another participating agency.

The agencies included in this protocol have been grouped for ease of reference. The categories are practical assistance and wraparound care, shelter/housing, medical, law & legal, youth services, counselling, and educational.

PRACTICAL ASSISTANCE AND WRAP AROUND CARE



Victim Services of Kingston and Frontenac

Victim Services of Kingston and Frontenac is a community-based program working in partnership with police, fire and rescue, paramedic services, and community services in the City of Kingston and Frontenac County. 24/7 services include immediate, confidential crisis intervention services, emotional support, practical assistance, system navigation, and advocacy to persons affected by crime, tragedy and/or disaster.

Victim Services provides assistance to individuals, families, witnesses and/ or groups at the request of emergency services personnel, community services, and self-referrals in order to meet an individual's unique needs. Services aim to help lessen the trauma of the experience and to help people cope with the long-term impact of what has occurred.

Our vision is to be inclusive and provide equal treatment in a cost free, confidential manner (within the parameters of the law) for all people accessing our services, while being sensitive to the challenges of race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals. Victim Services of Kingston and Frontenac are committed to treating individuals with courtesy, compassion, dignity, and respect.

Victim Services of Kingston and Frontenac employs an Anti-Human Trafficking Crisis Worker, specially trained in the response to Human Trafficking. The Anti-Human Trafficking Crisis Worker provides trauma informed Victim/Survivor led case management, accompaniment, safety planning, advocacy, and support to those impacted by Human Trafficking. Victim Services will ensure that victims are aware of their options, avenues to receive support, and the space to make informed decisions at their own pace. Support is available but is not limited to direct victims. Assistance can also be provided to immediate family members and witnesses.

Additionally, Victim Services administers the Ministry of Children, Community and Social Services' Victim Quick Response Program Plus (VQRP+). This program allows Victims access to immediate financial assistance, determined on a case-by-case basis, in accordance with Ministry standards.

Funding support can help victim/survivors with one or more of the following:

- safe accommodation and safety enhancements (lock changes, door repairs, etc.)
- basic necessities (clothing, food, hygiene products)
- cell phone, charger, minutes
- replacement of government documents
- counselling support
- tattoo removal
- transportation
- residential treatment
- and more

SHELTER/HOUSING

KINGSTON INTERVAL HOUSE FOR WOMEN AND CHILDREN IN CRISIS



LA MAISON INTERVAL DE KINGSTON POUR LES FEMMES ET LES ENFANTS EN CRISE

Kingston Interval House (KIH) provides essential, responsive, and empowering services to women, children and youth who have experienced the impact of violence against women. KIH seeks to interrupt the cycle of domestic abuse and gender-based violence through the delivery of its core services, which include:

- Emergency shelter services
- Transitional programs
- Community-based outreach and support services
- Second-stage housing
- Community engagement and capacity building

Kingston Interval House is part of a global movement that seeks to ensure the human rights of all women. Through our mission, we work towards changing the structural and broader social, political, and economic circumstances that render women and their children vulnerable to gender-based violence and other forms of oppression.

KIH services support those who identify as a female, 16 years and up who are experiencing any form of abuse or violence. This includes victims of human trafficking who may have complex safety needs.

24-Hour Crisis Line: 613-546-1777 or 1-800-267-9445

Office: 613-546-1833

www.kingstonintervalhouse.com

City of Kingston Housing & Social Services Department

362 Montreal St.
Kingston, ON K7K 3H5
Open Monday – Friday, 8:30 a.m. - 4:30 p.m.
Phone: 613-546-2695
Email: Ontario Works - OWOngoing@cityofkingston.ca
Housing & Homelessness - Housing@cityofkingston.ca

The **City of Kingston** is the Service Manager for the administration of various community programs for both the **City of Kingston** and **County of Frontenac**. The City offers services for families and individuals with specific needs to support their efforts to fully participate in – and contribute to – our vibrant community.

Supports and Services

The **Housing & Social Services Department** works with residents 16+ years of age (and dependents of any age) that need temporary help with the cost of food, shelter, childcare and related essential needs.

Ontario Works - provides temporary financial assistance and case management support to those most in need residing in the City and County of Frontenac, while they undertake requirements to become and stay employed.

Housing Special Priority - The Housing Services Act (2011) gives priority ranking to social housing applicants whose personal safety, or whose family's safety is at risk due to abuse. Special Priority status aims to help applicants escape from human trafficking or separate permanently from someone who is abusive.

Together with our partners, residents, agencies and boards, we strive to provide quality services.





Elizabeth Fry Kingston is a non-profit organization that empowers women in our community through a variety of services, including supportive community housing, program facilitation, mental health support and residential services for women exiting incarceration who are under a community supervision order. We support all women in the Kingston community, not only those who are currently in conflict with the law, or at risk of such. Our services are available to all female-identifying persons age 16+ (18+ for CRF residency). To learn more about our agency, visit our website: www.efrykingston.ca

Our Vision

A world of dignity and equality for all women.

Our Mission

Empowering women through provision of community outreach, social justice services and affordable housing.

How We Can Help

Kaye Healey Homes:

Kaye Healey Homes (KHH) is a supportive housing program for women and their families. Elizabeth Fry Kingston currently owns and operates 35 rent-g geared-to income self-contained units throughout the city (combination of triplex, duplex and multi-unit buildings). To apply for housing with KHH, a Part A application form must be filled out (can be obtained directly from The Social Housing Registry, Home Base Housing's Housing Help Centre, or from our offices at 127 Charles St.) Eligibility for tenancy includes a willingness to work on a goal-oriented support plan with a Community Outreach Worker. This is supportive housing through the Social Housing Registry and therefore the waitlist must be followed. This is not an emergency housing option.

Joyce Detweiler Community Residential Facility (CRF):

The Joyce Detweiler CRF is a 10-bed facility for women on release from both provincial and federal custody, who are under a community supervision order (i.e., Parole, Probation, Conditional Sentence, etc.). The goal of this program is to provide support and a place to call home during a critical transitional period from

incarceration to community. Women work alongside a Case Manager to address areas of need, develop life skills and establish community resources. To apply for residency, incarcerated females can request to apply or to meet with an in-reach worker from Elizabeth Fry Kingston. If already in the community, interested women should request to apply through their community supervision officer.

Mental Health Support Worker:

The Mental Health Support Worker assists women in the Kingston community and those preparing for custody release by navigating support, assessing their needs to provide relatable referrals, accompanying women to appointments and activities, providing housing and employment support and promoting mental wellness and healthy living.

Women Empowered (WE) Hub:

The WE Hub is an innovative, safe and positive space for self-identified women age 16+ in Kingston and the surrounding area. The objective is to provide women with proper supports, resources and basic needs skills, as well as to advance the confidence and connections to maintain those supports and developments in their independent living. A monthly calendar is created and distributed to community agencies outlining program offerings, workshops and events taking place.

Women Reintegrating After Prison (WRAP):

The WRAP program works with a team of volunteers to provide support to female-identified members of the Kingston community. The program was originally created to support women reintegrating to community post-incarceration but has expanded to be able to support any women, regardless of whether they have been in conflict with the law. Using a client-led program model, the WRAP program provides wrap-around supports for women 18+ in the Kingston community providing support in the areas of identification, city orientation, housing, employment, healthcare, food security, transportation, advocacy and relationship building.

Contact us:

Toll-Free: 1-888-560-3379

Agency number: 613-544-1744

MEDICAL

Kingston Health Sciences Centre

Centre des sciences de
la santé de Kingston



Kingston Health Sciences Centre [KHSC] is Southeastern Ontario's largest acute-care academic hospital. Consisting of our Hotel Dieu Hospital site, Kingston General Hospital site and the Cancer Centre of Southeastern Ontario, as well as two research institutes, we care for more than 500,000 patients and families from across our region.

The Sexual Assault/Domestic Violence Program, established in 2003 and a member of the Ontario Network of Sexual Assault/Domestic Violence Treatment Centres, is committed to the provision of excellent, unique and individualized service in the area of sexual assault and domestic violence.

Using a multi-disciplinary and comprehensive approach services will include acute and follow-up medical care, forensic collection and documentation, counselling services and support, referral to community agencies, education, research and consultation.

KHSC SADV program provides services for both adult and paediatric survivors in the direct catchment regions of the City of Kingston; County of Frontenac; Counties of Lennox and Addington plus tertiary paediatric support for Lanark County; Leeds & Grenville counties; James and Hudson Bay indigenous communities.

LAW AND LEGAL



The Kingston Probation and Parole (P&P) Office supervises individuals over 18 years of age who have been found guilty, or convicted, of a criminal offence pursuant to the Criminal Code of Canada.

Specifically, Probation and Parole Officers (PPO) supervise community supervision orders for provincially sentenced offenders who receive a term of incarceration of 2 years, minus one day, or less. Forms of community supervision orders include conditional sentence orders, probation orders and/or parole certificates, any of which may follow the term of incarceration.

If an offender supervised by the Kingston P&P Office has current involvement with or has experienced victimization as a result of human trafficking or sexual exploitation, the PPO will liaise with various community partners, many of which are listed in this protocol.

With the client's consent, PPOs make the necessary and appropriate referrals to facilitate bridging of individually responsive services in which the victim/survivor is supported from a person-centric approach.

PPOs can also flag the offender's file for concerns, whether known or suspected, regarding human trafficking or sexual exploitation to allow for continuity of service provision within our ministry and community.



Kingston RCMP-GRC is a Border Integrity Unit mandated with the enforcement of law between Ports of Entry (POE's). While the Kingston RCMP-GRC rarely conducts investigation that are within the mandate of local law enforcement, they do provide assistance services to law enforcement agencies for a wide range of investigations, with emphasis on cross border and other international investigations and events.



The Ontario Provincial Police is a law enforcement agency located in the Province of Ontario. This agency is the largest Police Service in Ontario and is responsible for ensuring the safety and security of the people of the Province of Ontario.

Within the Ontario Provincial Police is the Anti-Human Trafficking Unit, which works within the mandate of Ontario's Strategy to End Human Trafficking. The Ontario Provincial Police leads the Intelligence-Led Joint Forces Strategy (IJFS) and collaborates with twenty-one other police agencies. The mandate of these teams is to proactively investigate human trafficking offences, which are most often multi-jurisdictional and may involve criminal organizations.

Another mandate of the IJFS is to conduct intelligence gathering, intelligence analysis, investigations, disruptions and assist with prosecutions. The IJFS is involved in the investigation of sex trafficking, labour trafficking, forced marriages and forced organ removal (black market).

The IJFS works in four methods, reactive (call for service relating to a trafficking incident), proactive (using intelligence-led resource to begin projects, identifying suspects/groups), education/prevention and coordination (resources/partnerships).

The East Region IJFS exists with resources from the Ontario Provincial Police, Kingston Police, Akwesasne Police Service and Ottawa Police Service.

Frontenac OPP provides front-line policing for the geographical area of Frontenac County, outside of the City of Kingston, including Highway 401. Frontenac OPP responds to calls for service and investigates criminal offences which occur in Frontenac County. In respect of human trafficking incidents, Frontenac OPP officers will work in collaboration with members of the IJFS to seamlessly forward information and incidents relating to human trafficking for investigation.



The Kingston Police are dedicated to serving and protecting those within the Kingston community through proactive community-based and intelligence led policing. We strive to achieve this policing model while providing the highest level of professionalism in accordance with the Kingston Police core vision, mission, and values.

Kingston Police – Intelligence Unit - The Kingston Police will strive to be among the most progressive, efficient, and effective community-oriented police services by developing, supporting, and engaging our members. The Kingston Police Intelligence Unit is assigned to investigate human trafficking cases, and to facilitate education and awareness to help prevent human trafficking. The Intelligence Unit generally responds to calls for service involving Survivor disclosures of their involvement in the sex trade and the offenders who have exploited them. The Intelligence Unit is a team of Investigators assigned to gather intelligence and proactively investigate, disrupt, and prosecute Human Traffickers in the City of Kingston and surrounding area.

Anti-Human Trafficking Mandate - The Kingston Police and our Community Partners are dedicated to battling Human Trafficking and related criminal offences. The Kingston Police Intelligence Unit ensures and fosters a balanced approach regarding investigations into human trafficking and enforcement. Survivors of human trafficking require specialized, trauma-informed, community-based supports to help them heal and rebuild their lives, and to reduce the risk of re-exploitation.

The Intelligence Unit, the Anti-Human Trafficking Intelligence-Led Joint Forces member, are committed to becoming leaders with respect to the investigation and enforcement of incident involving Human Trafficking. To keep pace with the increasing volume and complexity of human trafficking investigation, the Intelligence Unit provides a coordinated approach to law enforcement, with increased capacity for policing, and input from the dedicated Crown prosecutors.

Kingston Police Partnership with Provincial IJFS As part of a comprehensive action plan to combat human trafficking and child exploitation the Ontario Provincial Police have established a new Intelligence-Led Joint Forces Team from police agencies across Ontario, including the Ontario Provincial Police, municipal police services and First Nations police services.

The East Region team will consist of officers from Kingston, Ottawa, Peterborough, Akwesasne and the Ontario Provincial Police. Kingston Police has one dedicated Police Detective assigned to this newly appointed joint forces team. The Kingston Police are dedicated to developing appropriate and consistent policing standards for human trafficking and missing persons investigations as part of the Community Safety and Policing Act, 2019 regulatory framework.

Intake and Screening Process - We take community complaints from our many partners and or Survivors. We utilize Victim Services as a primary point of contact for referrals. We receive and investigate complaints of human trafficking.

Contact Us By telephone 613-549-4660

TTY (hearing impaired) 613-549-8792

Online www.kingstonpolice.ca

In person 705 Division Street Kingston, Ontario K7K 4C2

YOUTH SERVICES



Youth Diversion is a non-profit charitable organization that delivers prevention, intervention, and educational services to youth ages 9 to 24 in the city of Kingston, as well as Frontenac, Lennox & Addington, Hastings, and Prince Edward counties. With 24 staff members, Youth Diversion focuses on offering client centred and trauma informed care to youth. Youth Diversion supports approximately 1400 youth per year and utilizes the services of nearly 150 volunteers to further our goals in helping youth overcome challenges. Detailed information about the agency and services offered can be found at www.youthdiversion.org/about/

Our Values

- Youth centred approach
- Professionalism & Leadership
- Equity, Diversity, & Inclusion
- Our staff & volunteers
- People & relationships
- A belief in positive change

Our Vision

All youth in our community are supported in making choices that contribute to their overall wellbeing, help them reach their potential, and expand their leadership capacity.

Our Mission

Youth Diversion helps youth overcome challenges by: Providing prevention, intervention, and educational services that divert youth from risk and support their ability to thrive.

How We Can Help

Youth Diversion offers 8 different evidence-informed programs which are designed to meet clients where they are through an outreach model of service delivery. In addition to the core programs, Youth Diversion offers frontline addiction training for frontline staff, addiction literacy workshops for students in grades 6, 7, and 8, enhanced mentoring service designed to divert youth from the possibility of being charged under the education act for non-attending, and summer programs for at risk youth.

Programs

Youth Outreach - A prevention and intervention program that supports at-risk youth 9-24 better navigate and connect with services and pro-social opportunities in their communities.

Mentoring – Adult volunteer mentors are matched 1:1 with youth 12-17 for a six-month period to help youth to achieve goals established for the relationship.

Rebound - A ten-week program designed to provide youth 8-17 with skills necessary to overcome the challenges of adolescence. In a ten week, structured, and fun environment youth work with trained volunteers to learn and practice skills such as communication, decision making, and teamwork.

Kairos - A counselling service which specializes in treatment for youth 9-24 who are experiencing any level of substance abuse, personally or with a family member. Service is available as an outreach program in all local elementary and secondary schools, as well as alternative education sites and group homes.

Intersections - An evidence–informed early intervention program providing as needed support to youth 8-17 and their families who are at-risk of becoming justice-involved or don't meet the threshold of a child in need of protection. In order to reduce and prevent further interaction with police and child welfare services, this program helps young individuals and/or their families to access available support services within the community.

Youth Justice - The Justice Programs can be used to support youth who are aged 12 to 17 at the time of their offence who have been charged with a low-risk offence within the Frontenac, Lennox, and Addington Counties. Following referral by the Crown or Police officer, a youth can be referred to the programs.

SNAP - Students from the Limestone District School Board and the Algonquin Lakeshore Catholic District School Board who have been suspended or expelled from school can receive academic and non-academic programming to assist in their reintegration to the learning environment.

MEND - The MEND (Mediating by Empowering using Nurturing Dialogue) approach is a collaborative Youth Diversion/LDSB initiative that is a restorative practice that focuses on relationship building in the school community. MEND supports preventative community building in classrooms, provides restorative training for staff and students and responsively assists students in conflict to find restorative resolutions.

Volunteers

Youth Diversion possesses a diverse community of volunteers who support staff and clients with programming

Contact Us

559 Bagot Street
Kingston ON, Canada

Main Phone Line: 613-548-4535 ext. 0

For general inquiries email info@youthdiversion.org



St. Lawrence Youth Association is a non-profit charitable organization that was established in 1974 in Kingston. We provide restorative and preventative youth justice programs that are responsive and individualized to help youth grow as confident, capable and successful individuals.

Our work primarily began as residential programs for youth in conflict with the law who were sentenced to custody or detained pending court appearances. That work continues at **Sundance**, our residential program, which provides secure custody and detention beds to female youth. While at Sundance, youth have the opportunity to receive medical services, continue their education, participate in counseling, and learn new skills to improve their ability to successfully reintegrate into their home communities. SLYA's **Bailiff Program** facilitates a youth's court appearance and provides transportation home.

SLYA evolved as we began to understand the needs of youth in our community. New programs were developed to support youth in the community with a goal of preventing further conflict with the law and improving a youth's ability to be successful.

As referred by youth Probation Officers, the **Community Support Services** team offers intensive, short term and flexible support to young persons in conflict with the law. A range of individualized programs are offered based on their criminogenic needs as well as the youth and family's strengths and resources.

SLYA's **Intensive Support and Supervision Program** is a sentencing option under the YCJA. It is an alternative to custody that provides intensive services in a community setting to youth with serious mental health issues who would likely have been sentenced to custody but can be appropriately supported and supervised in the community. The ISSP Specialists work with the youth and their family to implement individualized programming that targets areas that reduce the likelihood of recidivism and stabilize mental health. The **Youth Justice Family Worker** provides support to the families of youth in conflict with the law to support rehabilitation and address situations that put youth at risk for re-offending, including truancy.

The **Specialized Treatment Program** is dependent on 100% grant contributions from our community. The Specialized Treatment Program is a community-based program for youth ages 12-24 years who demonstrate concerning sexualized behavior and/or significant sexual behavior problems. The program supports our community partners, provides assessment and treatment to youth in our community, and reduces the risk

of inappropriate sexualized behavior and sexual assault. Referrals are accepted through the police, schools, families, group homes, mental health agencies and other community services.

Our vision is that every youth we work with exits SLYA programs feeling confident, supported and prepared to succeed, resulting in no recidivism!



FAMILY AND CHILDREN'S SERVICES OF FRONTENAC, LENNOX AND ADDINGTON (FACSFLA)

We are a community agency governed by a volunteer Board of Directors and mandated under the Child, Youth, and Family Services Act of 2017. We receive funding from the Government of Ontario, and our employees, foster families, and volunteers are community members serving other members of our community in need of support.

<http://www.e-laws.gov.on.ca/html/statutes/english/elaws/statutes/90c11e.htm>

<https://www.facsfla>

(613) 545-3227 (24/7)

Mandate

FACSFLA is a 24-hour service, 365 days a year mandated service as per the Child Youth and Family Services (CYFSA) funded by Ontario Ministry of Community and Social Services. It operates in accordance with the Ministry mandated eligibility and child protection standards and all other regulatory licensing requirements. We work in partnership with those we serve and other community service organizations.

Our vision is for Children and Youth Growing Up in Their Families, Cultures, and Communities. This is what our Vision means – we believe the best place for kids to grow up is with their own families. That's why our primary goal is to keep families in crisis together.

FACSFLA provides a range of services from point of first call to ongoing Family Services, children and youth services. There is a large overrepresentation of equity deserving groups served by child welfare and as an agency we are focusing our work on addressing the overrepresentation and offering culturally responsive services.

Most service users are family members who need support, guidance, and understanding. Child sex trafficking is believed to be a child protection concern. FACFLA recognizes that there is a need to have a community approach to support children, youth at risk for child sex trafficking and their caregivers. FACFLA recognizes that Human trafficking happens on a continuum.

Population served: Voluntary prenatal support; children under the age of 18years; if youth is in the extended care of the Society they can be supported into their 20s.

Services or programs specific to human trafficking

- Investigation and assessment of child being trafficked for the purpose of sexual exploitation or child at risk of being trafficked for the purpose of sexual exploitation in Frontenac, Lennox and Addington counties.
- Provision of ongoing child protection services for those families where child protection concerns have been identified
- Crisis and After-Hours support
- Safety planning, including but not limited to connection to the Office of the Children's Lawyer regarding Human Trafficking restraining orders
- Grounds for Removal (16-17 yrs. olds) pursuant to s.77 of the CYFSA
- CSE-IT screening (Commercial sexual exploitation -Identification Tool) for youth at risk
- Facilitation of community link services to a variety of community-based support services for children, youth and caregivers.
- Joint Child Abuse Protocol
- Voluntary Youth Services Agreement (VYSA) available for youth 16-17 years of age deemed in need of protection as per the CYFSA with the support from the Office of the Children's Lawyer
- Kin Finding services
- Kinship and foster care services, adoption services
- Partnerships and protocols with various community agencies
- Community Partnership that provides counselling support and/or immediate safety planning to women (16 years and older) dealing with past or present abuse.
- Enhanced Clinical Consultation support referral for caregivers involved with FACSLFA
- Referral to Kingston or Napanee Community Risk Watch Table where Acute Elevated Risk is present

COUNSELLING



31 Hyperion Court, Suite 100
Kingston, ON K7K 7G3
P: 613.546.8535 | 1.844.855.8340
F: 613.546.3881 | MaltbyCentre.ca

Maltby Centre provides mental health and autism services to children and youth. We are the lead agency for both services in Kingston, Frontenac, Lennox & Addington. We work with clients in one of the many Maltby campuses, in their homes, in schools, or in other community locations. Maltby Centre is governed by a volunteer Board of Directors and is primarily funded by the Ministry of Children, Community and Social Services and the Ministry of Health. Mental health services provided are free. In Autism services, we offer both fee-for-service and free services.

At Maltby Centre, we provide comprehensive mental health and autism services for children and youth from birth to 18 years of age (some transitional age services available to age 24). Maltby Centre also offers consultation services and works in partnerships with schools, health services, and other community organizations. Our crisis related programs, such as the Situation Table, Quick Response, Quick Access and our involvement within the Youth Justice Mental Health court system, puts us in contact with many vulnerable and high-risk youth.

For Mental Health Services, clients begin in our Brief Services where they will meet with a counsellor for an initial intake appointment. Many find that single meeting can create positive changes. Together with the therapist, a plan for next steps will be created and may include follow up Brief appointments or extended counselling services. Counselling is goal based and individualized to meet the client's own personal needs. We are a voluntary, confidential counselling service. Referrals can be made by self referral as well as third-party referrals (with client's consent) through triage, by phone 613.546.8535 or 1.844.855.8340 or by filling out a web consult request through Maltby Centre's website: www.maltbycentre.ca.



Addiction & Mental Health Services | Kingston Frontenac Lennox & Addington
WELLNESS ACCEPTANCE BELONGING

AMHS-KFLA is a non-profit organization delivering community-based mental health, addiction and housing services to more than 7,000 individuals in the City of Kingston and the counties of Frontenac and Lennox and Addington. Focusing on a client-centred model of care, AMHS-KFLA's 230+, highly skilled staff act with an emphasis on psychosocial rehabilitation and harm reduction. Learn more about services at <https://amhs-kfla.ca/programs-services/>

Our Vision

A community where people have wellness, acceptance and a sense of belonging.

Our Mission

As a leading, transformative, and collaborative organization, AMHS-KFLA's mission is to provide responsive, high-quality, community-based addiction and mental health services that empower the people it serves to be well and achieve their full potential.

How We Can Help

AMHS-KFLA Crisis Lines are available 24 hours a day, 7 days a week, 365 days per year. Support is offered with the goal of minimizing stress, de-escalation, and providing emotional support to ensure the individual's safety while improving coping strategies.

Crisis services are free, confidential and delivered in a respectful, non-judgmental manner by a team of mental health and addiction specialists.

Members of our Crisis Team can connect individuals to agency and community services to meet their needs. Crisis Workers can provide in-person support to those in crisis in the community, in a variety of settings (in home, in community, or at another service provider location), through our Mobile Crisis Team. Our Mobile Crisis Team responds to calls to our crisis line or situations in the community where urgent in-person support is needed. This service is available during set hours, based on region. Details of this services can be found here: <https://amhs-kfla.ca/programs-services/crisis/>

AMHS-KFLA In the Community

AMHS-KFLA offers a range of community-based services and supports, including Case Management, Assertive Community Treatment, Counselling & Treatment, Addiction Services and more. All agency services are free of charge, and are provided with dignity, hope, and in confidence.

Learn more about services at <https://amhs-kfla.ca/programs-services/>

CONTACT US

24/7 Crisis Lines: for immediate support to someone in crisis

Kingston & Frontenac 24/7 Crisis Line

613.544.4229 or Toll Free 1.866.616.6005

Lennox & Addington (L&A) 24/7 Crisis Line

613.354.7388 or Toll Free 1.800.267.7877

General Information/Intake & Referrals

Complete an online referral here: <https://amhs-kfla.ca/get-help/intake-referrals/>

Professionals making referrals to agency services should use the Professionals Online Referral Form.

Self Referrals are also accepted on our website.

If you have questions about services or the intake process, please contact us at 613-544-1356 or intake@amhs-kfla.ca



Sexual Assault Center Kingston is a non-profit organization providing non-judgmental, free, and confidential support services to all survivors age 12+, regardless of gender or identity who have experienced recent and/or historical sexual violence in Kingston, Frontenac, Lennox and Addington (KFL&A).

- We provide crisis support, counselling, information, referral, and advocacy services for victims of sexual violence.
- We organize and participate in public education initiatives and community events that contribute to the prevention and awareness of sexual violence.
- We advocate for social change and the eradication of sexual violence.

Counselling

Our counsellors work within a client-centered, trauma informed framework, to provide compassionate support on your healing journey.

We work with each individual clients using different counselling modalities and techniques such as, CBT, DBT, mindfulness and narrative therapy all within a feminist-based practice, tailored to each individual. We believe you are your own expert and know that healing looks different for every survivor. We will work with you to address the counselling goals you identify as being most important. We offer two streams of counselling:

1. Safety and Stabilization
2. Reflect and Connect

Other services and supports include:

- Crisis support, information, and referral
- Individual and group counseling
- Indigenous counsellor, Diverse Communities counsellor
- Accompaniment during appointments with the lawyer and the doctor, police
- 24-hour crisis line and telephone support (in English)
- Advocacy, education, and outreach
- Interpretation and translation services
- Distance counselling available (virtual and via phone)
- Rapid access program for high school aged youth, CAF community, Indigenous survivors and diverse communities

24-hour support line for everyone (in English) 613-544-6424 or 1-877-544-6424
Chat and Text Line www.webelivesurvivors.ca or text 613-544-6424, noon to midnight

Business hours:

- Monday to Friday 9 a.m. to 4 p.m.
- The office is closed on all public holidays

400 Elliott Ave, Suite 1
Kingston, Ontario K7K 6M9
Office: 613-545-0762
Fax: 613-545-9744
Email: sack@sackington.com

24-hour support line for everyone (in English) 613-544-6424 or 1-877-544-6424
Chat and Text Line www.webelivesurvivors.ca or text 613-544-6424, noon to midnight
www.sackington.com

EDUCATIONAL



The Limestone District School Board offers elementary and secondary students an education that is enriched with diverse and unique programming opportunities and activities to complement the Ontario curriculum while supporting the achievement and well-being of every student.

The Board's district serves more than 19,000 students in 55 schools and 5 alternative education centres covering a geographic area of 7,719 square kilometres across the City of Kingston, the Townships of Central Frontenac, North Frontenac, South Frontenac, Addington Highlands, Loyalist, Stone Mills, the Frontenac Islands and the Town of Greater Napanee. We aim to offer a variety of programming to meet the needs of every student.

The LDSB is committed to welcoming and engaging school environments that lead to positive student experiences. These environments are best supported when families and communities are intentionally involved in the students' learning.

Safe Schools, both physically and psychologically, are a critical element to successfully nurturing positive student experiences. The Policy/Program Memorandum 166 Keeping Students Safe: Policy Framework for School Board Anti-Sex Trafficking Protocols (PPM166) sets a strong foundation for Ontario school boards to build local anti-sex trafficking protocols. This protocol will support coordinated action by all community partners to prevent, identify and recognize sex trafficking and develop responses to facilitate early and appropriate intervention.



Queen's
UNIVERSITY

HUMAN RIGHTS AND EQUITY OFFICE Sexual Violence Prevention and Response

Queen's University is home to approximately 24,000 students studying at both the undergraduate and the graduate levels.

The **Human Rights and Equity Office (HREO)** provides confidential, client-centered services to all members of the Queen's community. The HREO offers services in four main areas: Equity, Accessibility, Human Rights and **Sexual Violence Prevention and Response (SVPR)**. SVPR Services are available to any Queen's University student impacted by sexual violence, including those impacted by experiences of intimate partner violence and human trafficking.

SVPR Services include:

- Information and options about on and off campus supports and services for all students who have experienced sexual violence at any time in their lives,
- Referrals and assistance to access to support services,
- Assistance to access accommodations and academic considerations,
- Safety planning,
- Information about both University and Police complaint processes, support in process if requested. *
Note: Students may disclose without making a complaint. A complaint is not required to access any campus support service.
- Support and information for housemates, classmates, teammates etc. who may also be impacted.

All services are confidential and provided free of charge. Referrals are not required. Students may request an appointment by emailing the SVPR Coordinator. With consent, community partners can reach out on behalf of a student to initiate contact. Additional information can be found at

www.queenus.ca/sexualviolencesupport.

SVPR Services work closely with a variety of campus and community partners to ensure students are well supported and are aware of all their options.

Campus Security and Emergency Services (CSES) provides 24/7 support to members of the Queen's community, is responsible for crime prevention, providing training on campus and providing advice and consultation on a variety of issues related to safety.

The Emergency Report Centre (ERC) is staffed 24 hours a day, 7 days a week, providing the Queen's Community a central point of communication and dispatch for Campus Security and Emergency Services.

Students who experience interpersonal violence, including human trafficking can access CSES for support to contact police, to consult on options, for safety planning and for referrals to other campus resources e.g., SVPRS, Student Wellness Services, Residence etc. More information can be found at <https://www.queensu.ca/risk/security/services>.

The Emergency Report Centre can be reached by calling 613-533-6111.