



# true north

a safe place for those impacted by abuse

## OUR OUTREACH PROGRAM

True North's Outreach Program meets people where they are at in many ways.

Clients may be in a relationship, leaving a relationship, returning home, or building a new life; our Outreach Workers are invaluable resources for helping clients assess risk, safety plan, and connect to community resources and supportive counselling no matter where they are in their journey.



# OUTREACH PROGRAM



## What you need to know about your rights.

- It is your right to say: NO, YES, GOOD-BYE, PASS, and/or I DON'T KNOW.
- This means you have the right to share as much, or as little, as you would like and to stop our work together anytime.
- In order to share any information you provide to us with outside agencies, we will ask you for your written consent.
- You can withdraw your consent to share information at any time during or after True North's services.
- We share information related to your strengths & needs within the True North team or with persons you have consented to.

## OUR RESPONSIBILITIES

The information you decide to share with us is safe and protected. However, we may need to invite more people to help support you or any person at risk without your permission if...

- we are worried about you being a danger to yourself and/or others
- we have concerns about there being any type of harm to a child
- a judge asks us to see your file or if we are asked to testify in court

People we may involve in the above scenarios can include a supervisor, emergency services, or protection services.

STRIVING FOR SUCCESS

If transportation is a barrier for you, please let your Outreach Worker know. We may be able to support you in getting to your appointments in Strathmore and surrounding communities.



## WHAT YOU CAN EXPECT?

Outreach Workers create goals, promote healthy relationships, and offer information about the signs of abuse. Appointments are generally 1 hour, and the first appointment will consist of intake paperwork and signing consents for services. We make every effort to keep the location of the shelter confidential and we ask that you assist us with this. We can only meet with you at True North or a pre-arranged professional office in your community. Please ask for more information about the communities we serve.

### **CHILD & YOUTH CARE**

True North offers childcare for your appointment. Please check with your Outreach Worker for availability prior to your appointment time.

### **SUBSTANCE FREE**

Please refrain from the use of drugs or alcohol for your appointments with True North, as it may affect our ability to provide you with services.

### **VIOLENCE FREE**

For the safety and wellbeing of all staff and clients, we do not tolerate abuse in any form. This includes physical, emotional, discrimination, threats, or any act that infringes on the rights of another person.



## STRIVING FOR SUCCESS!

We believe that success for our residents will be a joint effort between you and the staff working together.

Please speak to staff if you have any suggestions for how we can improve the quality of our services.

## HOW TO CONTACT YOUR OUTREACH WORKER.

- By phone or email provided to you by your Outreach Worker,
- Or, by True North's main phone number: 403-934-6634.
- Your Outreach Worker will advise you of their hours and availability.
- If your worker is away, they will have a voicemail/email reply specifying who you can contact in their absence.
- Please do not text or email any private information for safety reasons. Any texts or emails become part of your client file (securely stored by True North per FOIP regulations).
- Any feedback on programming is welcome!

## CONTACT US

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