

**Policies Matter When Women Experience Violence  
Pilot Projects**

<p><b>Name:</b> Coordinated Access for Women</p>
<p><b>Objective:</b></p> <ul style="list-style-type: none"> <li>• To provide crisis/emergency counselling, support, information and referral services to women when they are required</li> <li>• To improve service pathways for women who need crisis/emergency counselling, support, information and referral services</li> </ul>
<p><b>Phase 1 Priorities Addressed:</b></p> <ul style="list-style-type: none"> <li>• Service access and pathways</li> <li>• Women with mental health and addictions issues</li> <li>• Service provider training/skill development</li> </ul>
<p><b>Description/Rationale:</b> AWHL provides free 24/7 counselling services in 154 languages and has the capacity to take additional calls. The Schlifer Clinic provides legal and counselling services. The Toronto Women’s Mental Health and Addictions Working Group has approached the LIHN to develop a common access point for women. Through this pilot, AWHL and Schlifer Clinic will work with the Working Group to towards the development of a common access point. This may include the Schlifer Clinic and AWHL coming together to develop systems and collaborate on staff training to promote the delivery of consistent information and services.</p>
<p><b>Name:</b> Supporting Refugee Women in Detention</p>
<p><b>Objective:</b></p> <ul style="list-style-type: none"> <li>• To provide legal information and counselling support to women who are in detention</li> </ul>
<p><b>Phase 1 Priorities Addressed:</b></p> <ul style="list-style-type: none"> <li>• Service access and pathways</li> <li>• Immigrant and refugee women</li> </ul>
<p><b>Description/Rationale:</b> Refugee women who are victims of violence and in detention face numerous challenges related to the intersections in the justice system. Many are facing charges as a result of dual charging police practices. Further, although not yet well understood, Bill C-31, which introduced significant changes to IRPA, means that refugee women will have considerably less legal protections. This pilot will provide accurate summary legal advice to women in detention, as well as opinion letters to LAO on the need for Certificates to be approved on an expedited basis, and will make immediate referrals to lawyers. It will bring together immigration and justice service providers to develop a better understanding of Bill C-31 and its implications as well as a collaborative service protocol. It will provide education on the new law to agencies assisting newcomers and women victims of violence involved in the criminal justice system.</p>