

Chapter **4**

Agency Profiles

Health Services

Domestic Abuse and Sexual Assault (DASA) Care Centre,

York Central Hospital

York Region Health Services

Domestic Abuse And Sexual Assault (DASA) Care Centre

York Central Hospital

Address: York Central Hospital –Jacob Keffer Site
37 Jacob Keffer Pkwy
Vaughan, On L4K 5N8

Location: Non-emergency services: Jacob Keffer East of Keele , off Rutherford
Emergency services: York Central Hospital, Richmond Hill

How To Contact Us: Phone 905 832-1406 ext 3
Toll-Free 1 800 521-6004
Fax 905 832-1780
Website www.yorkcentral.on.ca
E-mail dasa@yorkcentral.on.ca

Commitment: We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our services. We will be sensitive to issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities.

- We Will:**
- Assist victims / survivors in understanding medical, legal and counselling options available to them;
 - Provide forensic documentation and photography of injuries to anyone who has incurred physical injuries as a result of abuse by current or past intimate partner;
 - Collect samples for forensic evidence kit, when applicable;
 - Provide emotional and therapeutic support;
 - Provide risk assessment and safety planning;
 - Provide follow-up documentation and photography of injuries and make appropriate community referrals;
 - Notify the appropriate Children’s Aid Society if there are any child welfare concerns.

Accountability: Concerns regarding the quality or nature of the services can be directed to the co-ordinator, DASA Care Centre.

All complaints will be responded to in accordance with York Central Hospital’s Policy and Procedures Manual.

Hours of Operation: Emergency Service: 24 hours, 7 days a week at York Central Hospital

Non-emergency Service and Follow-up Clinic: by appointment, at
Jacob Keffer site, Vaughan

- What We Do:**
- Acute medical care for survivors of partner physical assault by emergency department staff
 - Sexual assault evidence kit within 72 hours of sexual assault
 - Documentation and photography of injuries by DASA nurse
 - Safety planning by DASA nurse
 - Non-acute physical assessment, risk assessment, safety planning and documentation of injuries by appointment

Who We See: Residents of York Region who have experienced:

- Physical and/or sexual assault by current or past intimate partner;
- Criminal harassment;
- Sexual harassment;
- Sexual abuse/assault.

Procedures: 1. Phone Inquiries

Victims/survivors who inquire about partner abuse/assault will be informed of and provided with the phone number or directed to:

- The Emergency Department for care, treatment and referral to DASA if they have incurred physical injuries
- Local women's shelters for safe housing
- York Regional Police to report assault
- Counselling Services for counselling and information services

2. Victims/Survivors who arrive at the York Central Hospital Emergency Department will be:

- Triage, registered and assessed in a treatment area and an Emergency Treatment Record and an Emergency Assessment Flow-sheet will be initiated
- Informed of the opportunity to be seen by the DASA nurse on-call
- Transferred to the care of DASA team if medical treatment not required
- Re-assessed, including full vital signs by the Emergency Dept nurse if medical treatment required
- Assessed and treated for physical injury by the physician
- Offered emotional support, documentation and photography of injuries, safety planning by DASA nurse
- Offered an interpreter when applicable
- Offered a follow-up appointment at Jacob Keffer site

3. Discharge

For women who have experienced partner assault, the DASA nurse will:

- Offer arrangements for safe place to stay, when applicable
- Provide taxi voucher for transportation, if needed
- Give the patient information about reporting to police and provide the initial contact if patient consents
- Give patient phone numbers of community resources
- Call Children's Aid if children at risk
- Make follow-up appt with DASA RN at Jacob Keffer site

Physical Access: Emergency entrance - wheelchair accessible

Languages: English.

Interpreters available in multiple languages by appointment.

Last Updated: September 15, 2006

York Region Health Services

(Child And Family Health Division Health Services Department Regional Municipality of York)

Address: 17250 Yonge Street
PO Box 147
Newmarket, ON
L3Y 6Z1

Location: Office sites in: Newmarket, Richmond Hill, Markham

How To Contact Us: Phone 905-895-4511
Toll-Free 1-877-464-9675

Health Connection: 1-800-361-5653
TTY 1-866-252-9933

Fax 905-895-6602
Website www.york.ca
E-mail info@york.ca

Commitment: The Child and Family Health Division develops and delivers coordinated community prenatal, postnatal, child and family-related education and support programs and services. The importance of a child's early years is highlighted through programs including breastfeeding, infant and child growth/development, parenting skills, preconception health and postpartum depression.

Most services are free. Some programs have a nominal fee which can be waived.

We Will: We provide health education and support to families because a child's early years – from before birth to age six – are very important for optimal growth and development. When babies and children have a good start in life, they are more likely to become healthy adults.

Some of our services are provided directly to the public, while others are offered in conjunction with community partners. Where appropriate, we refer and provide links to other agencies.

Accountability: Concerns can be directed to:

Anita Eveleigh
Director, Child and Family Health

Chief Nursing Officer

Hours Of Operation: Office hours are from: 8:30 a.m. to 4:30 p.m. Monday to Friday (excluding statutory holidays)

(Some programs may be offered during evenings or on Saturdays)

What We Do: Public Health Nurses offer education and support to all families in York Region who are planning for a pregnancy, are in the prenatal period or have newborns and children up to age six years.

Telephone counseling and home visits are offered.

Programs and groups are offered throughout York Region.

Health Connection is a free and confidential telephone service that provides health information/education for all the residents of York Region. Public health nurses, public health dietitians, and public health inspectors offer counselling/consultation on health issues and community resources.

Health Connection is staffed from 8:30 a.m. to 4:30 p.m. Monday to Friday, excluding statutory holidays. An automated message line is available 24 hours per day, seven days per week. Messages will be returned the next business day.

Call Health Connection 1-800-361-5653 for details on the various programs for parents including:

Breastfeeding Support: Telephone counseling, home visits, breastfeeding clinics

Come Grow with Us: On-line education, resource manual for child care providers

Developmental Screening: Checks if a child's development is progressing as expected

Family Visitor Program: Home visits for teaching, parenting support, links to resources

Healthy Babies, Healthy Children Program: Public Health nurses call mothers of new babies upon discharge from hospital to assist with concerns and link them to services

Just for You and Your Baby: Education program for parents of infants up to one year of age

Nobody's Perfect: Parents of children ages 1 to 5 meet in a supportive environment

Prenatal Education Classes: Health education for expectant women and their coaches

Young Parents Groups: Pre and Postnatal support designed to assist young mothers

Transition to Parenting: Support for parents experiencing difficulty in adjusting to change

Who We See: Individuals and families within York Region who are planning to become parents and those who have children under the age of six.

Procedures: We accept referrals from other agencies as long as the client gives consent for that to occur.

The public can access our services directly by calling Health Connection at 1-800-361-5653 - TTY (866) 252-9933

Physical Access: Wheelchair accessible

Languages: English: Some Chinese programs are offered.

Telephone interpreter support is available for over 150 languages.

Last Updated: September 13, 2006