
How Do I Access the Outreach Program?

Typically, the first step is to call Liberty Lane’s Outreach Line (506-458-9774) or email the Outreach Coordinator (OutreachCoordinator@libertylane.ca). You will be connected with a specific Outreach Worker as soon as possible – ideally within a week, but it could take longer depending on demand. In the meantime, you are encouraged to contact any of the crisis services listed below if the matter is urgent. You are also encouraged to explore the many resources available through the iHEAL app (www.ihealapp.ca).

Once you have been connected with an Outreach Worker, they will contact you at their first available opportunity to schedule an intake appointment. The purpose of this initial meeting is to: get acquainted; exchange some preliminary information (i.e. the basics of your situation and how they may be able to help); identify any specific needs/priorities that you have; and decide how to start addressing those needs/priorities. Follow-up appointments can then be arranged upon request by contacting your Outreach Worker directly. Meetings are typically scheduled for one hour on a monthly or bi-monthly basis, but the timeline will ultimately depend on the urgency of your situation with respect to your level of risk/safety.

Outreach services are designed to be as flexible as possible to adapt to your unique needs/priorities, but there are limitations.

➤ **We do not offer professional counselling.**

Supporting people affected by domestic violence is our area of expertise, but outreach services should not be treated as an equivalent to or substitute for professional counselling.

➤ **We are not a dedicated crisis service.**

The best way to access outreach services is to book an appointment in advance. Although crisis intervention is one way we help clients, we are not always readily available as we are a small team managing a large caseload within limited business hours. Feel free to contact your Outreach Worker anytime, but you may have to leave a message for them to get back to you as soon as they are able. If there is an emergency, call 911. If you are looking for immediate but non-emergency support, there are a number of dedicated crisis services at your disposal. Unless otherwise specified, the following services are available 24 hours a day / 7 days a week / 365 days a year.

Women In Transition House	506-459-2300
Gignoo Transition House (live chat option at gignoohouse.ca)	1-800-565-6878
Mobile Crisis Unit (daily: noon – 10 pm)	506-453-2132
Sexual Violence NB Support Line (daily: 5 pm – 8 am, text option + live chat option at svnb.ca)	506-454-0437
CHIMO Helpline (live chat option at chimohelpline.ca from 5pm - midnight)	1-800-667-5005

➤ **Confidentiality is not absolute.**

Protecting your privacy is one of our top priorities. Although some *non-identifying information* will be shared for statistical purposes, no *identifying* information or records of your participation in outreach services will be knowingly released to anyone outside Liberty Lane without your informed consent *unless we are legally obligated*. A legal obligation exists when it comes to our attention that: someone is likely to harm themselves or others; a child or vulnerable adult is being harmed; or a child is being exposed to domestic violence. A subpoena or court order also creates a legal obligation.