
How Do I Access the Outreach Program?



The process can vary depending on the circumstances, but typically the first step is for you to call Liberty Lane's general Outreach Line (458-9774) or email the Outreach Coordinator (OutreachCoordinator@libertylane.ca). You will be connected with a specific Outreach Worker, who you will be able to contact directly moving forward.

The next step is for you and your Outreach Worker to schedule an intake appointment at the first available opportunity (usually within a week). The purpose of this initial meeting is for the two of you 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 on a starting point for addressing those needs/priorities. Follow-up meetings can then be arranged upon request.

Appointments are conducted either in person or remotely (via phone or online audio/video call). They are typically scheduled for 1 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 individual needs and 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.**

Although crisis intervention can be part of the work we do with clients, we are not in a position to provide immediate support whenever it is required. We are a small team managing a large caseload within limited business hours (*Monday-Friday, 9am-5pm, excluding holidays*), so we are not always readily available. You are more than welcome 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. The best way to access outreach services is to book an appointment in advance. If you need immediate 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	459-2300
Gignoo Transition House (live chat option at gignoohouse.ca)	1-800-565-6878
Mobile Crisis Unit (daily: noon – 10 pm)	453-2132
Sexual Violence New Brunswick Support Line (daily: 5 pm – 8 am)	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.