

# Prevention of Harassment in the Workplace – What it is and what to do about it

A guide for legal and wellness support



***WARNING:***

This document is about harassment and violence in the workplace. You may find the information to be upsetting because of the difficult topic. We encourage you to take any steps that you need to emotionally prepare yourself. We also encourage you to think about what care you might need after reading. Resources for support can be found on page 22.

# 1

## Recognizing the problem: *What is workplace harassment?*



### **What you should know:**

Legislation that deals with harassment in the workplace in Nunavut include:

- The Nunavut *Safety Act*
- The Nunavut *Occupational Health and Safety Regulations*; and
- The Nunavut *Human Rights Act* (for discrimination-based harassment)

Workplace harassment is unwelcome comments or behaviour that threatens a worker's health or safety. This can happen:

- at work during work hours;
- between workers and non-workers while working, such as a customer or a contractor; as well as
- outside of the workplace and after work hours, but are connected to work. For example, a holiday party or a work conference.



Examples of harassment include:

- bullying
- threats
- inappropriate comments, jokes, or gestures
- isolating someone
- sabotaging someone's work
- destroying someone's property
- not speaking nicely about someone and gossiping
- revenge against someone for being involved in a harassment complaint or investigation

The harassing person should have known that the comment or behaviour would have been unwelcome. Some examples of how someone should know that a comment or behaviour would be unwelcome:

- they have been told before that the comment or behaviour is unwelcome;
- they see that the other worker looks upset by the comment or behaviour; or
- a workplace harassment policy is in place.

**It is not harassment** if your employer is taking reasonable action in managing your day-to-day work as a worker. For example, it is not harassment for your supervisor to:

- enforce work policies;
- discipline you;
- offer you advice or feedback; or
- inspect your work.

However, if your supervisor does this in a way that is unlawful, such as threatens you with physical harm, or calls you a racist name, this could be harassment.

### ***What is sexual harassment?***

Sexual harassment is a type of harassment that is of a sexual nature. This includes physical touch, gestures or actions. It can also be words that are spoken or written such as insults based on gender. This could look like someone making sexual comments about a client to their co-worker. Even though the comment is not about the co-worker, the sexual comment may still make the co-worker feel uncomfortable.

One type of sexual harassment is where someone offers something work-related in exchange for sexual favours. For example, offering someone a job or a promotion in return for sex.

Another example of sexual harassment is someone looking at pornography at work, making other workers feel uncomfortable.



### ***What is discrimination-based harassment?***

Discrimination-based harassment is a type of harassment that is based on any of the following things:

- race
- colour
- ancestry
- ethnic origin
- citizenship
- place of origin
- creed
- religion
- age
- disability
- sex
- sexual orientation
- gender identity
- gender expression
- marital status
- family status
- pregnancy
- lawful source of income
- a conviction (if you received a pardon for it)

It does not matter if a person did not mean to discriminate based on those things. What matters is that the discrimination happened.

Your employer must protect you from discrimination-based harassment. Your workplace should have a policy on harassment which should also outline the process for reporting harassment complaints and dealing with harassment investigations.

### ***What about workplace violence?***

Workplace violence at work is more than just actual actions that may cause injury to one's body. It also includes attempts and threats to cause injury.

Here are some examples of workplace violence:

- hitting, shoving, pushing, kicking;
- shaking your fist, destroying property, throwing things; or
- making a threat that you will harm someone.

Workplace violence doesn't just happen between co-workers. It could involve a personal problem that spreads to the workplace, or it might involve a person who does not actually work at the workplace. For example, if your employer knows that you are dealing with family violence (domestic violence) at home, and that your abuser may try to harm you at work, your employer must try to protect you while at work.

## REFLECTIONS: Collecting your thoughts

Trying to remember your experience can be difficult but will be useful for your employer or a lawyer to help understand the situation you are in. Consider the following questions and write down your responses:

*Where did your experience take place?*

*When did this happen? Try to remember dates and times if you can.*

*What is your relationship to the person that you believe is harassing you?*

*Was this experience connected to any of the things listed under "What is discrimination-based harassment?" on page 3?*

*Were you ever physically touched, exposed to comments or gestures made about your gender, or felt unsafe due to your gender while at work?*

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### **Taking care of yourself:**

#### **Common feelings, responses, and practical advice:**

Nobody goes to work expecting to be a target of unwanted comments, actions or being isolated. If this happens, it can make us think differently about our workplace, colleagues and even ourselves.

The impacts of harassing behaviour can be felt physically and emotionally. You may feel:

- feelings of insecurity
- confusion
- disbelief
- fear
- numbness
- a tightening in your stomach
- flushed, like your face getting hot
- light-headed, like you're in shock
- anger

Your body may react in these ways even if you feel unsure whether you are actually experiencing harassment.

If we think about harassment through the lens of Inuit Societal Values, you may feel that trust (*ukpigusungniq*) has been broken. You may question if what just happened will be believed. Your respect (*inuuqatigiittiarniq*) for the colleague who harassed you has also been broken. Trust between colleagues in the workplace is important. If trust is broken, your first instinct might be to protect yourself and cut off any ties to work, stop communicating and not want to associate with the person. It is natural for your protective instincts to kick in. You may even want to leave the workplace. It is important to draw on your inner strength (*pigguniq/sannginiq*) during an incident of harassment.

It can be natural to not know what to do next. You may also not have the energy or ability to think about next steps. Everyone reacts to stress differently. You may start to feel physical symptoms such as headaches, muscle aches, nausea, high blood pressure, joint pain and other common feelings from anxiety. Listen to your body and your feelings and reach out to talk to someone you trust about what has happened.

In the days or weeks following an incident, you may experience other health effects. The incident may have a negative effect on the love for oneself and others (*naglingniq*), as well as how you feel about your work place your place in it:

- arguing with your colleagues, your partner or family members;
- nightmares or insomnia;
- depression;
- anxiety;
- untrue thoughts about ourselves;
- wishing harm to the person; or
- or in extreme cases, thoughts of suicidal.

These are natural responses to stress.

See “Where to get more information and support” on page 22 for where to go to seek help.

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## REFLECTIONS: Collecting your thoughts

*Try to remember your experience.*

*How did you feel as a result of your experience? Emotionally? Physically?*

*What do the Inuit Societal Values mean to you and how can you use them to cope with this situation?*

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# 2

## Addressing the problem: *What to do if you have been harassed*



### **What you should know:**

Workers have a right to a safe and healthy workplace free from harassment and violence. Workers also have a right not to be discriminated against under the *Human Rights Act*.

The law requires employers and workers to work together to keep the workplace safe.

Your employer must take steps to prevent and stop harassment and violence that is connected to your workplace and your work. For example, your employer must have a policy about harassment in writing and make sure workers know about it. Your employer must also regularly look at what risks of violence there may be at your work and tell you about them.





## **Taking care of yourself: Common feelings, responses, and practical advice:**

It is important to move forward (*sivummuarniq*) with action about the incident. How you respond depends on the situation.

Sometimes you only need to ask the person to stop. While it is often difficult to confront the person who has offended you, most people will stop when they have been asked directly. In order to regain respect (*inuuqatigiittiarniq*) from your colleague and move forward, it is important to be acknowledged and request an apology.

If you are able to, talk to the person immediately after the incident and tell them how their behaviour or comment made you feel. Ask them to stop. If you cannot say it to them in person, write them an email. In most cases, this should stop the behaviour.

Tell them clearly why you are uncomfortable with what was said or done, and that you want it to stop immediately. A simple way to do this is to say, “When you did \_\_\_\_\_, it made me feel \_\_\_\_\_. I want you to stop it please”. Take some comfort in knowing that statistically, in the majority of cases, the harassment will stop.

The harassment incident is not your fault. Believe in your instincts, and let others know how you feel.

It is a good idea to write down what happened, as soon as possible:

- what was said or the action;
- by whom;
- time, date and location;
- the name(s) of anyone else who heard it or saw it;
- how the action or event made you feel; and
- how it is impacting your ability to work.

It can be hard to remember all of the details of what happened. Even if you are not sure whether you plan to tell anyone what happened, it is important to write down as much as you can.

Writing down the details of the incident while they are fresh in your mind is easier than trying to remember information later. Draw on Inuit Societal Values of honesty (*suliniq*) about your feelings, thoughts, emotions and the impact that the incident has had for you. This supports your credibility and will help give you confidence which helps reduce feelings of anxiety.

If the problem does not stop, you will need to take steps to deal with the problem. In these situations, you should tell your supervisor about what is happening and think about using the processes in your workplace’s harassment policy for making a complaint about harassment.

There are some situations where telling the person to stop is not appropriate or enough. For example, if you are dealing with threatening or violent behaviour, you may not feel safe in directly confronting the person. Do not put yourself in danger. If you are dealing with a dangerous and violent situation, consider calling the RCMP while also telling your supervisor or manager.



# 3

## Reporting the Incident to your employer



### ***What you should know:***

Your workplace's policy on harassment should outline the process for reporting harassment. Usually the first step is to tell your supervisor or manager. If your complaint is about your supervisor and manager, the policy should say who you can go to next, such as another manager, Human Resources, or your union representative.

You may also want to speak to a lawyer to get advice. One option is to ask the Legal Services Board of Nunavut if you can speak to a lawyer about your situation. The Law Society of Nunavut can also help you find a lawyer. See page 22 for resources and contact information.

If you change your mind later and decide you want to cancel your complaint, your employer might have to continue looking into the complaint because they have a duty to make sure the workplace is safe and respectful.



## **Taking care of yourself: Common feelings, responses, and practical advice:**

There is often a disconnect between how we *think* we will act (“If I’m ever sexually harassed by my boss, I would slap their hand away and report them immediately!”) to our *actual* response (“Why didn’t I say anything?”). Don’t feel ashamed or guilty if you did not react the way you think you should have. It is important to address harassment directly to stop the behaviour. It is understandable to want to dismiss or avoid confrontation. If you don’t report the incident or seek help to deal with the harassing individual and action(s), the workplace can feel physically and emotionally unsafe. Reporting the incident can feel frightening and you might be tempted to ignore it and push the idea aside.

Finding the courage to report harassing behaviour is scary but vital to stop the behaviour.

Reporting the incident might raise feelings and thoughts of insecurity, disbelief, confusion, anger, defensiveness, and fear. To help you move forward (*sivummuarniq*) with reporting, seek out information from your employer and other supports on the reporting process, the steps involved, and what will be required of you. This will help give you peace of mind, inner strength (*pigguniq/sannginiq*) and perseverance (*sapiliqtailiniq*) to formally report to your employer.

It is important to understand how the incident has impacted you, what the reporting process is, and what you feel you need as an outcome to feel safe at work. It is very important to be resourceful (*qanurtuurniq*) and ask questions about what rights you have and be advised of the reporting process.

You may want to consider the following:

- **Acknowledgement** – How do you want the harasser to acknowledge how their actions made you feel and that it won’t happen again? What are your expectations of the employer to acknowledge your report?
- **Safety** – What do you need to feel safe in the workplace now and in the future? Where do you feel most vulnerable? Be sure to include this in your report, as well as feelings about how the incident makes you feel unsafe.
- **Trust** – Do you trust that the employer will treat your report seriously, fairly, efficiently and without bias?
- **Choices and Control** – Do you have the information you need about the reporting, investigation and options to make an informed choice and feel in control to be able to take part in the process?
- **Compassion** – Treating oneself and others with empathy and compassion during this stressful time is important for the investigation period and workplace. Tell your employer what physical or emotional supports (eg. mental health counselling, stress leave, modified work arrangement, etc.) you feel you may need from the impact of the incident and process. If you have serious physical health impacts such as high blood pressure, go see a medical professional immediately.



# 4

## What happens after reporting a complaint of harassment



### ***What you should know:***

When your employer receives a complaint about harassment at work, they must take it seriously and follow your workplace's harassment policy, as well as the law:

- They should not stop you from seeking your legal rights.
- The person who receives the complaint must report the complaint to the right person under the policy right away.
- Your employer must plan any changes needed while the complaint goes through the process. This is especially important if you and the offender work together closely. For example, this might involve changing work schedules, or providing leave with pay.



**Taking care of yourself:  
Common feelings, responses, and practical advice:**

It is natural to feel angry, confused, nervous and have low energy after you have reported the incident. It is important to know that there are people that your employer will assign to do the investigation. Your employer has to use care in managing the process. Sometimes employers will use an outside trained investigator to make sure the process is confidential, impartial and done thoroughly.

It is important to understand the process can take some time and you may feel very isolated and alone. Your patience (*qinuinniq*) will be tested because of how long the process might take. During this time, you may feel very nervous and alone. It is important to recognize this and maintain perseverance (*sapiliqtailiniq*) in the process, and a strong sense of self-esteem, confidence required to see the process through.

Even if some coworkers treat you differently right now, don't let anxiety or stress overwhelm you. Know that you are worthy of having your job, earning an income, and feeling safe at work. If you feel that you are being excluded from work or being treated unfairly, let your human resources manager know.

It is important that you remain professional at all times, even when feelings or thoughts overwhelm you. Do not use social media to discuss the case, the other person, your employer or your work. If this period is taking an emotional or physical toll on your health, seek health supports right away and discuss your needs with Human Resources. See *Mental Health Support Resources* on page 23. Do not risk losing your job because you don't report to work or fail to call in (no call / no show), which could become interpreted by your employer as a discipline issue.

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## REFLECTIONS: Collecting your thoughts

*Ask yourself the following:*

*How will you manage the situation?*

*Who can you rely on in your community to support you?*

*Where can you go to feel safe?*

*What Inuit Societal Values will be important to you throughout the reporting process?*

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## Participating in the Investigation



### **What you should know:**

Your workplace policy should lay out the different options for dealing with a harassment complaint. This will often include an informal procedure and a formal procedure.

An **informal procedure** might include:

- providing advice on how to deal with the person who is harassing you; or
- alternative dispute resolution, such as informal meetings or mediation to figure out how to work together to solve the problem.

A **formal complaint** process often involves writing down the harassment complaint. While the employer reviews the complaint, they must also decide what actions must be taken right away to protect you while the investigation is ongoing, if any.

Your work policy should also clearly explain how the investigation process will be kept confidential. This includes interviewing only those witnesses necessary to further investigation, and make sure that those involved understand that the process and the information must be kept confidential.



## **Taking care of yourself: Common feelings, responses, and practical advice:**

A key part of the formal reporting of a harassment complaint is the investigation, or fact-finding process. The investigation meetings with yourself, the person accused, and any witnesses may be conducted internally by Human Resources, or externally by a hired consultant trained in labour relations investigations.

Participating in a meeting to discuss your report is your opportunity to share the notes that you made describing the incident. It may cause you some anxiety and stress, or alternatively, you might see it as an empowering opportunity to finally “have your say” and see the process moving forward. You will have the opportunity to express your feelings; share how the incident impacted you, and what you need to feel safe again at work.

Take some time to review your notes, but if you feel triggered or overwhelmed, be sure to reach out to your personal support network. Sometimes people feel like they are being attacked for their action through the questioning and tone of an investigator.

Draw on the Inuit Societal Value of practice (*pijariursaniq*) as a way of supporting and preparing yourself mentally, emotionally and physically for the meeting. Practicing self-care; connecting with someone you can discuss your feelings with, reviewing your notes, and positive self-talk, is important in the days prior to your meeting. See *Mental Health Support Resources* on page 23.

Also remember that while the reporting process is underway, it is a confidential process; do not talk publicly about what was discussed in the meeting, or about the other person. If you feel overwhelmed, reach out to health and trusted personal supports and continue to practice self-care.

## **REFLECTIONS: Collecting your thoughts**

*Ask yourself the following:*

*Do you feel confident in explaining the details of your experience of harassment?*

*What elements of reporting are you least comfortable with?*

*Can any of the resources listed below help make you feel more comfortable in this time?*

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## Learning About the Results of the Investigation



### ***What you should know:***

Most harassment policies will require a confidential report on the investigation that includes:

- the steps taken by the investigator throughout the investigation;
- a summary of the allegations;
- a summary of the alleged offender's response to the allegations;
- a summary of the information obtained from witness interviews;
- any additional evidence gathered; and
- a conclusion of whether workplace harassment or violence happened.

The policy will also explain how the results of the investigation will be shared with you and the offender. You may be notified by your manager and Human Resources that the investigation has been concluded. For confidentiality reasons, the report itself is usually not provided to you or the offender. This means that you may not be able to read the report of the findings of the investigation. The report and the recommendations are for the employer and for their action. Instead you will receive a summary of the findings.

If the investigation report finds that harassment has happened at work, the employer will need to think about what must be done to deal with the harassment in order to keep the workplace safe and healthy. This could include:

- a formal apology to the person who was affected;
- counselling/training for the employee at fault;
- written warning in the employee's file;
- a change in reporting structure;
- referral to an assistance program;
- suspension or termination of employment;
- reassignment or relocation; or
- any other measure that the employer finds appropriate.

The employer will need to think about any changes that need to be made at the workplace. For example, they might offer you a gradual return to work, supported with counselling. Or they might suggest you work at another site or in another department.

If the investigation report finds that there was no violence or harassment, there should be no consequence to you for your complaint as long as the complaint was made "in good faith". This means that if you made the complaint out of spite or knowingly lied, this may result in discipline for you.



### ***Taking care of yourself:*** **Common feelings, responses, and practical advice:**

This stage can be both exciting and stressful because the report will have the decision about the harassment incident.

You may naturally want to know if there has been any discipline, but your employer will not be able to discuss it further. Any recommendations or action by the employer is confidential between the employee and the employer. If there are any workplace recommendations for changes, that is for the employer to assess and choose to implement, or not. The implementation of the report may, or may not, satisfy your needs, physically or emotionally.

You may also be feeling as though you want to quit your job and go work elsewhere. It is important to strengthen your ability to move forward (*sivummuarniq*) after the investigation report. Discuss your feelings with your employer and support network. All of these thoughts and feelings are natural, but it is important to discuss your emotions and possible actions to resolve them.

It is important that you remain professional at all times. Even when feelings or thoughts overwhelm you, do not use social media to discuss the other person, your employer or your workplace. If this period is taking an emotional or physical toll on your health, seek health supports right away. See the "*Where to get more information and support*" on page 22 for how to seek help.



## After the investigation



### ***Taking care of yourself:*** **Common feelings, responses, and practical advice:**

In many cases, people want to tell their story, feel acknowledged that something has happened, and receive an apology. You may want to feel that justice has been done, that the person has been punished to put your mind at ease, and to be able to move forward. However, you may not get that information or relief from the result of the initial investigation and report. You may also be left with the feeling that nothing has been done because you don't know what discipline action was taken. In some cases, an additional step is needed to allow for direct communication and resolution.

While the initial investigation and report is complete, you may have an option to address your feelings and needs through a guided confidential mediation process. The mediation process is meant to re-establish positive working relations if both parties agree to participate. You may feel that teamwork (*piliriqatigiingniq*) and trust (*tatigiingniq*) have been negatively impacted in the workplace, so having an ability to meet, discuss any needs or goals to re-establish trust and positive working relations, is important. A mediation session may also help with your own resilience (*aniguiniq*) by understanding the incident, and agreeing how to move, so you can have the capacity, adaptability and ability to accept whatever consequences or actions were taken with the accused.



### **What you should know:**

If you feel that the process has not met your needs, there could be further steps that you can take, including through the law. There is an option to deal with the issue through the courts. In some situations, you may be able to bring the issue to the Nunavut Human Rights Tribunal. For example, when the issue involves discrimination-based harassment. If you are thinking about these other options, you will want to discuss these options with a lawyer. See the “*Where to get more information and support*” on page 22 for how to seek help.

## **REFLECTIONS: Collecting your thoughts**

*Ask yourself the following:*

*Who at work or outside of work can support you after the investigation process has ended?*

*Who you could speak to about a mediation process to help determine appropriate conduct and actions moving forward after the investigation?*

*Do you feel like your needs have been met?*

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## Where to get more information and support



### Legal support:

There are resources available for you in Nunavut to get legal information about your problem. These include:

**Legal Services Board of Nunavut:** you may be able to speak to a lawyer at Legal Aid to get legal information about your problem and your options.

- o Kitikmeot Law Centre: 867-983-2906  
OR 1-866-240-4006
- o Kivalliq Legal Services: 867-645-2536  
OR 1-800-606-9400
- o Malliganik Tukisiiniakvik Legal Services:  
867-975-6395 OR 1-866 202-5593
- o Website: nulas.ca

**Law Society of Nunavut** can help you find a lawyer.

- o Toll Free: 1-844-979-2330
- o Inuktitut Toll Free: 1-888-990-4665
- o Iqaluit: 867-975-2120
- o Website: lawsociety.nu.ca

**Nunavut Human Rights Tribunal** can provide information about how to file a notification about a human rights discrimination problem.

- o Toll Free: 1-866-413-6478
- o Toll Free Fax: 1-888-220-1011
- o Website: nhrt.ca

### **Nunavut Court of Justice**

- o Family Law Information:  
867-975-61344
- o Nunavut Inter-Jurisdictional Support:  
867-875-6137
- o Website: [nunavutcourts.ca](http://nunavutcourts.ca)

**Department of Community Justice** can help resolve conflict in a culturally relevant way.

- o Telephone: 867-975-6308
- o Fax: 867-975-6160
- o Website: [gov.nu.ca/justice](http://gov.nu.ca/justice)

**Victim Services** is a free and confidential client-centered support service for victims of crime that can provide information on a victim's case, general information about the criminal justice system and refer you to specialized community resources.

- o Telephone: 1-866-456-5216
- o Email: [victimservices@gov.nu.ca](mailto:victimservices@gov.nu.ca)
- o Website: [gov.nu.ca/justice/programs-services/victim-services](http://gov.nu.ca/justice/programs-services/victim-services)

### **Correctional Service Canada - Victim Services**

provides information to victims who were harmed by an offender serving a sentence of two or more years such as information about the offender and the correctional process.

- o Telephone: 1-866-806-2275
- o Website: [csc-scc.gc.ca/victims](http://csc-scc.gc.ca/victims)

### **Health & Wellness Resource Supports**

It is very important to communicate your feelings and any health impacts that you have experienced from the incident. You may feel distrustful (*tatiqarunniirniq*) of your own judgment, isolated and not want to engage with colleagues, family members or the community. However, it is important to feel unified (*atausuatigiingniq*) and connected to others for support. Therefore, think about local trusted people you can confide in and seek advice. These people include:

- A trusted colleague
- Friend
- Family member
- Elder
- Mentor

*For health and wellness issues, it is important to seek assistance right away. Key local supports include:*

### **Mental Health Support Resources**

**I Respect Myself Program** provides education tools on healthy sexual relationships.

- o Website: [irespectmyself.ca/en/home](http://irespectmyself.ca/en/home)

### **Department of Health (Live Healthy Program)**

provides information about mental health support.

- o Telephone: 867-975-5700
- o Website: [livehealthy.gov.nu.ca/en/mental-wellness](http://livehealthy.gov.nu.ca/en/mental-wellness)

**Embrace Life Council** offers different resources related to violence and suicide prevention.

- o Mental Health Support: [inuusiq.com/resources/mental-health/overview/](http://inuusiq.com/resources/mental-health/overview/)
- o Suicide Prevention: [inuusiq.com/resources/suicide/](http://inuusiq.com/resources/suicide/)

**Pauktuutit Inuit Women of Canada** provides information on violence and abuse prevention, health and encourages social and economic participation of Inuit women.

- o Telephone: 613-238-3977
- o Website: [pauktuutit.ca](http://pauktuutit.ca)

### **Crisis and Counselling Services**

**Nunavut Kamatsiaqtut Help Line** provides anonymous and confidential over the phone to Northerners in crises.

- o Telephone: 867-979-3333
- o Toll Free: 1-800-265-3333

**The Healing by Talking Program** offers up to 22 free sessions with a counsellor.

- o Telephone: 867-975-5367
- o Email: [healing@gov.nu.ca](mailto:healing@gov.nu.ca)

**First Nations and Inuit Hope for Wellness Help Line** offers immediate 24/7 counselling and crisis prevention services to all Indigenous peoples across Canada.

- o Toll Free Helpline: 1-855-242-3310
- o Community Programs:  
1-866-509-1769

**Crisis Text Line** provides counselling over text message.

- o Text 'Home' to 686868 to speak with a trained Crisis Responder

**Crisis Services Canada** provides a safe place to talk 24/7.

- o Telephone: 1-833-456-4566
- o OR Text 'Start' to 45645  
(from 4pm-12am)

**Kids Help Phone** provides helps to young people about mental/emotional health, relationships, suicide and emotional abuses.

- o Toll Free: 1-800-668-6868
- o OR live chat online at [kidshelpphone.ca](http://kidshelpphone.ca)

**Assaulted Women's Helpline** offers 24hr telephone crisis line to all women who have experienced abuse.

- o Telephone: 1-866-863-0511
- o TTY: 1-866-863-7868

**National Indian Residential School Crisis Line** provides support for former Residential School students.

- o Telephone: 1-866-925-4419
- o Resolution Health Support Program:  
1-866-509-1769

**211** A free and confidential service that connects individuals and families, including Nunavummiut, with social supports in their communities. Phones are answered 24 hours a day, 7 days a week.

- o To access the service, dial 2-1-1 or visit [211.ca](http://211.ca)

## **Resolution Health Support Program**

- o Telephone: 1-866-509-1769

**Government of Nunavut Employee and Family Assistance Program** Designed to help Government of Nunavut employees and their families maintain and/or improve their overall well-being. Employees and their families can call the number 24 hours a day, 7 days a week to access personal counselling in English, French and Inuktitut on request.

- o Toll Free: 1-800-663-1142

**Hope for Wellness Helpline** Immediate 24/7 counselling and crisis intervention services to all Indigenous peoples across Canada. Counselling is available in Inuktitut on request.

- o Toll Free: 1-855-242-3310
- o Community Programs: 1-866-509-1769

**Iliasaqviik Society** English and Inuktitut-speaking counsellors are available 9:00 a.m. to 5:00 p.m. Monday to Friday. They also have a 28-day on-the-land addictions treatment program.

- o Telephone: 1-888-331-4433

## **Pulaarvik Kablu Friendship Centre**

A Rankin-Inlet based non-profit wellness centre that offers various mental health and addictions programs across the Kivalliq region.

- o Telephone: 867-645-2600
- o Toll Free Inuktitut Support Line:  
1-844-654-3580
- o Spousal Abuse Counselling Program:  
867-645-3785
- o Email: [info@pulaarvik.ca](mailto:info@pulaarvik.ca)

**Sailivik** Drop-in centre in Pangnirtung for adults looking to stay sober, or adults with or without children looking for a safe place to stay.

- o Open 5:00 p.m. to 8:30 a.m

**Tukisigiarvik Centre** Drop-in centre in Iqaluit that offers a variety of community wellness programming, including same-day counselling appointments.

- o Telephone: 867-979-2400 for more information.



