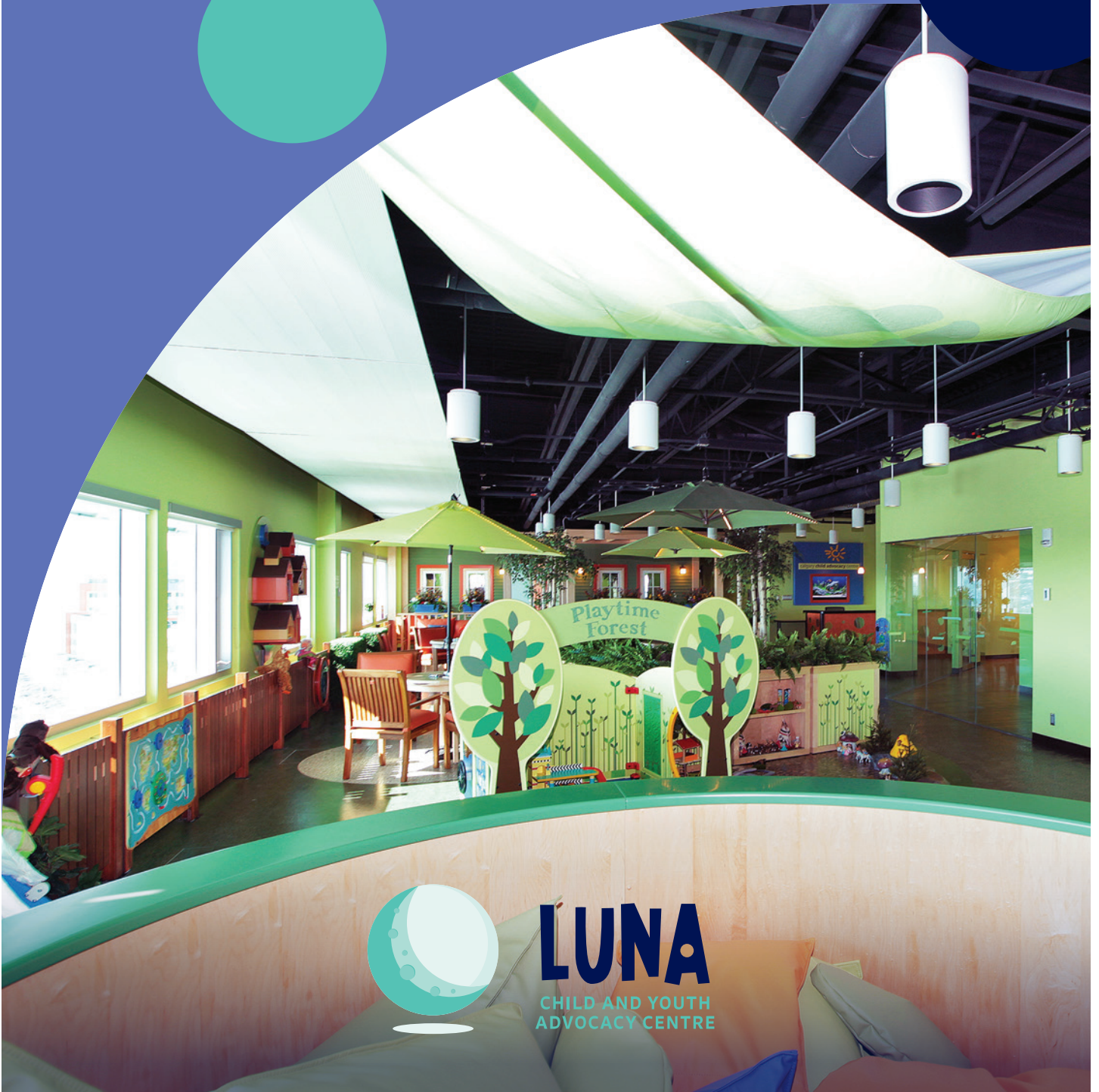


# Guide to Your Luna Centre Visit



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE



# Welcome

Luna exists to be a safe space where children, families, and caregivers can access support and resources that are needed after child abuse occurs. Since we first opened our doors in 2013, Luna has supported more than 10,000 children and youth and their families.

Our multidisciplinary team, made up of Luna staff and volunteers, Calgary Police Service, RCMP, Children’s Services, Alberta Health Services, and Alberta Justice & Solicitor General, works towards the common goals of supporting children and youth throughout the entire

disclosure, investigative, judicial, and healing process. Luna creates a future where every child is heard and supported.

This guide will provide you with directions and parking areas when you get to the Luna Child and Youth Advocacy Centre. It will help you to better understand what to expect when you arrive and what the interview process looks like, and will provide useful information for your role as a caregiver, as well as contact information to reach us if you have any questions or concerns.

# Table of Contents

How Can Luna help .....	1
Bus Directions to Luna.....	2
Parking Directions .....	3
Parking Payment or Pass.....	3
Building Entrance & Arrival .....	4
Reception & Child Space .....	5-6
Sacred Space .....	7
Interview Process .....	8
Information to Note .....	9
Contact Information .....	9
Caregiver Questions .....	10-13
Notes.....	14-16



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)

# How can the Luna Child and Youth Advocacy Centre help?

The Luna Child and Youth Advocacy Centre is here to help by providing ongoing support and a variety of services for your child and family.

Using the collective wisdom of our multidisciplinary team, we work together to support the children and youth who come through Luna. Throughout the entire process, from sharing their story to starting on the road to healing, our number one priority will always be the best interests, safety, security, and comfort of your child. During your visits to Luna, you may meet individuals from:

- Luna's Victim Support Team and Child Life Specialists
- Calgary Police Service Child Abuse Unit
- Children's Services
- Royal Canadian Mounted Police
- Alberta Crown Prosecution Services (Court Preparation & Court Accompaniment)
- Alberta Health Service Medical Professionals
- Alberta Health Service Child Abuse Service (CAS) Therapy Team
- Luna Volunteers – Victim Support Advocates and Child Space Volunteers
- PALS volunteers – both human and canine
- Luna's Facility Dogs, Axel and Webster



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)

# Bus Directions

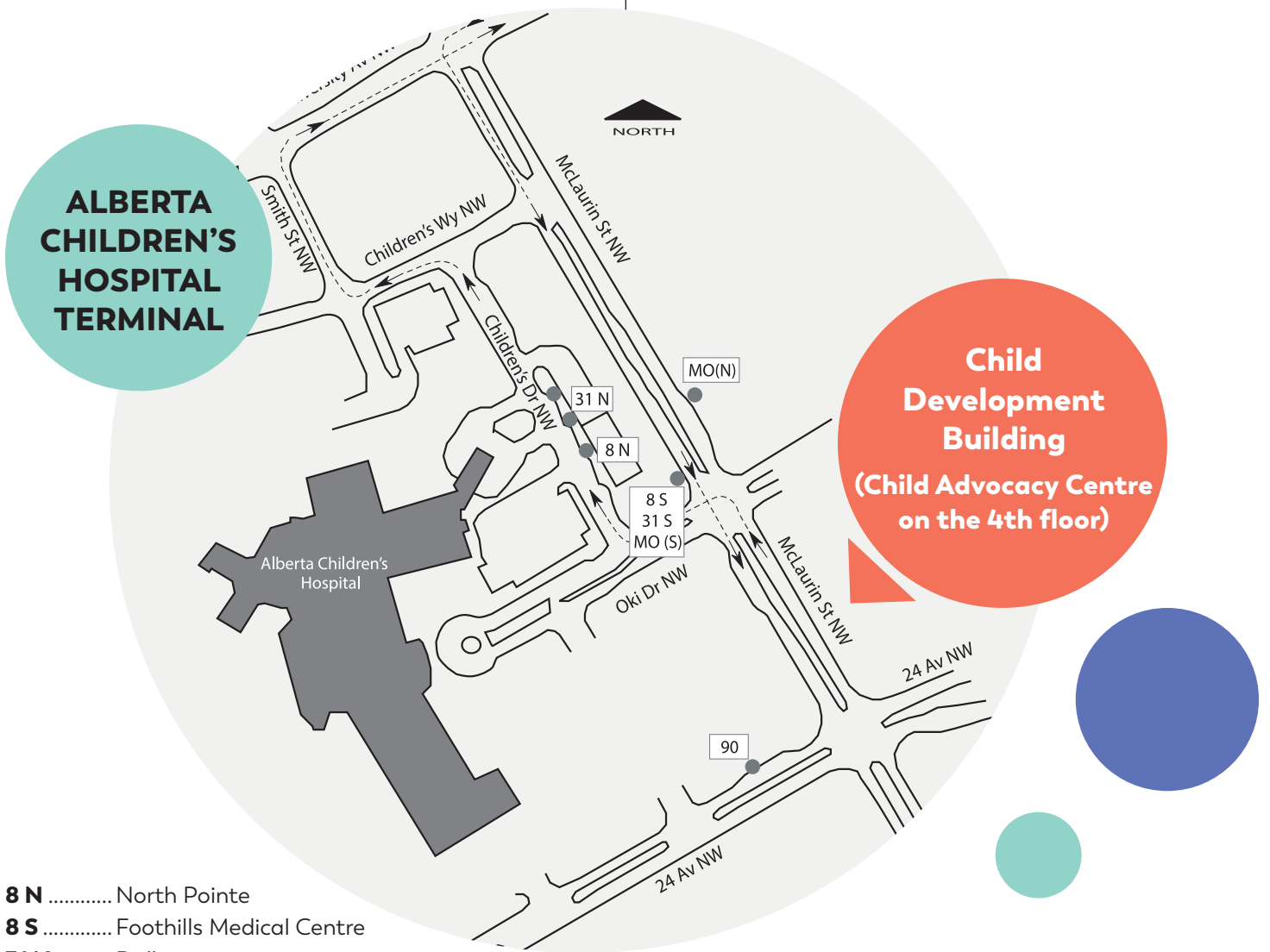
We are located in the Child Development Centre building, across from the Alberta Children's Hospital.

## OUR ADDRESS IS:

Unit 400, 3820 - 24 Ave NW

The hospital hosts a bus terminal which has several bus routes available.

For detailed directions on how to get to Luna Child and Youth Advocacy please see the City of Calgary Transit website: [www.calgarytransit.com](http://www.calgarytransit.com)



- 8 N** ..... North Pointe
- 8 S** ..... Foothills Medical Centre
- 31 N** ..... Dalhousie
- 31 S** ..... Lions Park
- 90** ..... Bridgeland
- MO (N)** .... MAX Orange Brentwood
- MO (S)** .... MAX Orange Saddletowne



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)



## Parking Directions

### ENTER FROM EITHER:

- Westbound on 24 Ave NW
- Eastbound from 24 Ave NW
- Southbound on McLaurin St NW

### PARKING LOT ENTRANCE

Parking for Luna is in Lot 53 which is located on the East Side of the building. There are both assigned parking for staff as well as public parking available. All sites require either a parking pass or payment. If you need a parking pass please see the receptionist within Luna. The parking lot is heavily monitored, and you will be ticketed if you have not either displayed a parking pass or made a payment.



## Parking Payment or Pass

If you have **arranged to be provided a parking pass**, please **park your vehicle**, and **come to the reception of Luna** located **on the 4th floor**. The receptionist will provide you with the parking pass that you will need to take to your car and display on your dash.

If you have not arranged to be provided a parking pass you must pay at the parking meter located on the South West corner of the parking lot. The rate is \$5.00 per hour or \$22.50 for all day. You will require a credit card to complete this payment.

If you are unable to pay for parking, please speak with your contact at Luna to arrange for a parking pass.



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

lunacentre.ca

# Building Entrance

The Luna Child and Youth Advocacy Centre is located on the 4th floor of the Child Development Centre

Address: Unit 400, 3820 24 Ave NW  
 Phone: 403 428 5300

## IMPORTANT:

The doors are unlocked 8:00 am – 5:00 pm.  
 During after hours, please **PRE-ARRANGE** to be let in as there is **NO** buzzer at the front door.



# Once You arrive

Here is how you navigate your way through the building to our Luna reception.



**1** Child Development Centre Lobby  
 Go to elevators.



**2** Child Development Centre Building Elevators  
 Press the top button.



**3** Child Development Centre Building Elevator  
 Go to 4th Floor, turn left.



**LUNA**  
 CHILD AND YOUTH  
 ADVOCACY CENTRE

lunacentre.ca



## LUNA Reception & Child Space

Once you arrive to the 4th floor, turn left, Dial 5437 on the phone outside of the Reception area Child Space. A member of the Luna team will greet you. If someone is not at the reception desk, please wait a few minutes –

we won't be long! At the reception desk, you will provide your name, the names of the people with you and who you are here to see. If you are picking up a parking pass, you will get it from our Luna Receptionist.



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

lunacentre.ca



# Child Space

Once you finish at reception, the person you are meeting will be notified that you have arrived. In the meantime, you will be invited to our waiting area – we call this area

the Child Space. Please feel free to explore and engage in the Child Space as you wish!



**Child Space**



**PALS and Volunteers**



**Facility Dogs**



Sometimes, you may see our Facility Dogs, Axel or Webster around the Centre. Sometimes, you may also see the dogs from the Pet Access League Society (PALS) and their volunteers.



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

lunacentre.ca

## Sacred Space

Within our Child Space, we have a Sacred Space that has been blessed by a local Elder. This is a private room where families can gather. If a family chooses, the family may smudge in this area as well. Luna will supply

everything that is required for a smudge. Please let reception know if you would like to smudge during your time at Luna.

### HERE ARE A FEW GUIDELINES:

1. Lighter to be requested from reception prior to a smudging ceremony.
2. Windows in the sacred space room to be opened.
3. Display notice on the outside of the door to show Smudging ceremony in place, notice located outside on the door next to the daily calendar.
4. Shut the door before the smudging ceremony commences
5. Return lighter to Reception when you are leaving the Sacred Space.
6. The above guidelines/instructions are also in a document in the sacred space room beside the smudging vessel on the table.
7. If more sage for smudging is required, please see reception.
8. Please ensure that the sage is burnt out completely after the family/person/ persons have finished the ceremony and there is no open flame.



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)

# Interview Process



## THE INTERVIEW

Interviews are recorded, so those who have experienced abuse don't have to repeat their story to different agencies.

Our Forensic Interview Specialist or another trained interviewer conducts the interview and will speak to the child one-to-one. These professionals take care to avoid any further trauma for children or youth.

## AFTER THE INTERVIEW

The officer in charge of your child's file will discuss the next steps in the investigation after the interview (these steps will vary depending on the outcome of the interview).

Child advocates will keep you updated with relevant information and referrals through phone calls.



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)



## Important Details to Consider

It is best not to discuss the interview before coming to the Centre as investigators will want the most unfiltered version of the child's story.

Cases are commonly prioritized based on the safety of the child and family, preservation of evidence, and the risk a suspect may pose to the family and public. Each case is unique and will take a varying amount of time to

be closed. Caregivers should be aware that a case may possibly take months before an investigation is closed.

Your child may not disclose during the interview and that is okay. A child or youth may not be ready to disclose, and since there is no time limit on charges for sexual offences, it is better to take the time needed to disclose.

## Contact Information

Please feel free to reach out to us or the police member assigned to your child's case if you have any questions or concerns.

### LUNA RECEPTION

8:15 am – 4:30 pm

Ph: 403-428-5300

[reception@lunacentre.ca](mailto:reception@lunacentre.ca)

### EMAIL

[reception@lunacentre.ca](mailto:reception@lunacentre.ca)

### VICTIM SUPPORT

8:15 am – 4:30 pm

Ph: 403-428-5413

[victimsupport@lunacentre.ca](mailto:victimsupport@lunacentre.ca)

### WEBSITE

[lunacentre.ca](http://lunacentre.ca)



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)

# Caregiver Questions

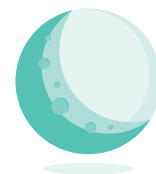
## How can I help my child heal?

One of the best things you can do for your child is to communicate that you love them, believe them and are proud of them for sharing their story. Most importantly, they need to know they did nothing wrong. Understanding your child's feelings and behaviors is an important step towards guiding them through the healing process. No one knows your child better than you. Still many parents can feel confused or overwhelmed in knowing how to understand what their child is thinking. Below are some common behaviors your child may be experiencing.

- Regressive behaviors (toileting accidents after potty training, sucking of thumb, reclaiming a stuffed animal as an older child)
- Sleep problems (children often have fears prior to bedtime, especially if abuse happened in their bedrooms)
- Low self-esteem
- Wary of physical contact with adults
- Separation anxiety when apart from primary caregivers
- Behavioral extremes such as aggression or withdrawal
- Flashbacks or the trauma seen as repetitive play in younger children
- Nightmares with similar themes (monsters, scary people, etc.)
- Anxiety can often be reported as stomach aches, or headaches
- Inability to get along with same aged peers
- Dissociation, or a detachment from the emotions of the child from their environment (looks like attention problems for children or spacing out)
- Sexual acting out behaviors caused by the child making sense of what they experienced
- Generalized anxiety (child may be afraid of one thing but it can be generalized to many things)
- Running away or school truancy due to anxiety or bullying
- Appetite disruption (child begins to over or under eat to cope with overwhelming feelings)
- Self-harming behaviors (banging of head, picking scabs, cutting)
- Wearing clothing that is not appropriate for the season (heavy clothing in summer)

No two children experience trauma alike. Please do not hesitate to contact us if you would like to discuss any behavior that is of concern to you.

**LUNA RECEPTION: 8:15 am – 4:30 pm Ph: 403-428-5300 [reception@lunacentre.ca](mailto:reception@lunacentre.ca)**



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)

## Will I heal?

You play an important role in the healing of your child; this role can cause significant impact on you as a parent/guardian/caregiver. It is important that you check-in with your own wellbeing. If you need help reach out: Distress Centre: 403-266-HELP **or** [www.distresscentre.com](http://www.distresscentre.com)

Abuse often has a ripple effect and can affect you and the child's entire support system. We have networks in place to ensure everyone is given access to support. If you need assistance, we can connect you with community counseling, support or cultural services that meet your unique needs.

## What should I say to my child?

- Let them know ahead of time that they will be coming to Luna and let them know who they will be talking too. Telling kids what to expect helps so much!
- Luna is here to help make sure kids are safe - There are police officers who work here. The Police Officer that may be talking to you will not be wearing their uniform; they just want to get to know you and your story. However, there are police at Luna who do wear a uniform and so you may see them as well.
- After your visit, let your kids know how brave they were for coming.

## How can I stay strong for my child?

Many caregivers feel overwhelmed, scared, or unsure about how to support and protect their child during this process. You are one of your child's most valuable resources. Let your child know that no matter what happens you are going to do your best to be there for them. Avoid making promises that you cannot keep. For example

- do not promise them police will lay charges or that the alleged offender will go to jail
- Your child may not want to talk about how they are feeling, but it is important to let them know that whenever they are ready to talk, you are going to be there for them
- When they do want to talk it is important that you do not search for details but instead that you listen to them and support their feelings
- In supporting your child, it is important to recognize the resources and supports available to you
- To support your child, you need to ensure your needs are met. Reach out and get the help you need

Keeping your child safe is priority. If you are aware that your child is experiencing child abuse, keep them away from the abusive person. Show your child that you are a safe place, and they can talk to you about difficult issues. Have conversations with your kids about appropriate and inappropriate attention from others and where to go if they need help. Keep the conversation open and look to recognize the signs that your child may display that might be an indicator that something might be going on.



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

[lunacentre.ca](http://lunacentre.ca)



## Can I talk to my child about what happened?

Of course! Let them know that you are there for them if they want to talk. But it is also okay if they don't.

## What does my child need now?

When a child is traumatized, they need to know that they are not alone in their feelings and that there are other kids and people who have experienced these same feelings. Connecting with support groups and other children who have been through similar situations can help your child feel like they are not alone and that hope, and healing are possible. Traumatized children need a safe space where they can express what they are feeling in a child friendly way (such as through art or play) and know that they will be supported and cared for. They need to know that intense emotions are normal, and they need to be given space to express and talk about what they are feeling. They need to be given space to heal, every child has a different healing journey, and they need to be given the time to make sense of what happened to them, what that means, and begin to walk towards healing.

## What should I say to my other children?

Child abuse does not just impact the child who is experiencing the abuse, it also impacts their siblings and families in a significant way. It is important to recognize that while you may be facing feelings of fear, anxiousness, and worry, your other children may be feeling the same way. No two children are the same and each one of them may experience different feelings and react in different ways. Giving your children a safe place to share their feelings, and spending time together is very important. It can be a scary time for the whole family. Always avoid too much detail and instead give general answers. Always remember that sharing too many details can impact the direction of the case when it goes to court. A child does not need to know the specific details of what is going on, but they do need to know that they are going to be safe and cared for. Recognizing your child's needs and worries will help you answer their questions.

## What is involved in a criminal investigation?

In a police investigation, your child will be asked about the alleged abuse by a trained Detective working together with other members of the Luna multidisciplinary team. The goal of the investigation and interview with the child is to gather all the relevant information about what occurred so that the detectives can gather all the evidence needed to proceed with the case, and to ensure protection and safety of the child.

## What is the purpose of recording my child's forensic interview and where will this recording be used?

The Child Life Specialist will let your child know that there is a camera in the interview room. The camera is there so that the detectives can review the interview afterwards and so that the detectives partner can observe the interview. Sometimes, the child may have to come back to Luna and talk with the Detectives again, this does not mean they did not do a good job the first time. The Detective may want to ask different questions to find out more about what your child said.



## How long does the court process take?

The court process often takes a significant amount of time. It is not unusual for cases to take from months to years to be concluded. There is support for you and your child during this time and the length of the process does not mean that your concerns are not being taken seriously. There are many influences in the length of time a court case can take. These includes such things as: legal representation for an alleged offender and collecting appropriate paperwork (medical information etc.).

## Can you provide me with a list of other important resources?

### For Crisis Support:

- 211 **or** [www.ab.211.ca](http://www.ab.211.ca)
- Distress Centre: 403-266-HELP **or** [www.distresscentre.com](http://www.distresscentre.com)
- Kids Help Phone: 1-800-668-6868 **or** [kidshelpphone.ca](http://kidshelpphone.ca)
- CCASA (Calgary Communities Against Sexual Abuse): <http://www.calgarycasa.com/>
- Support and Information: 403-237-5888
- Alberta's One Line for Sexual Violence: 1-866-403-8000

### If you know of a child in need:

- Southern Alberta Child Intervention Services (SACIS): 403-297-2995
- Calgary Crime Stoppers: 1-800-222-TIPS
- Calgary Police Service: Non-Emergency: 403-.266-1234



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE

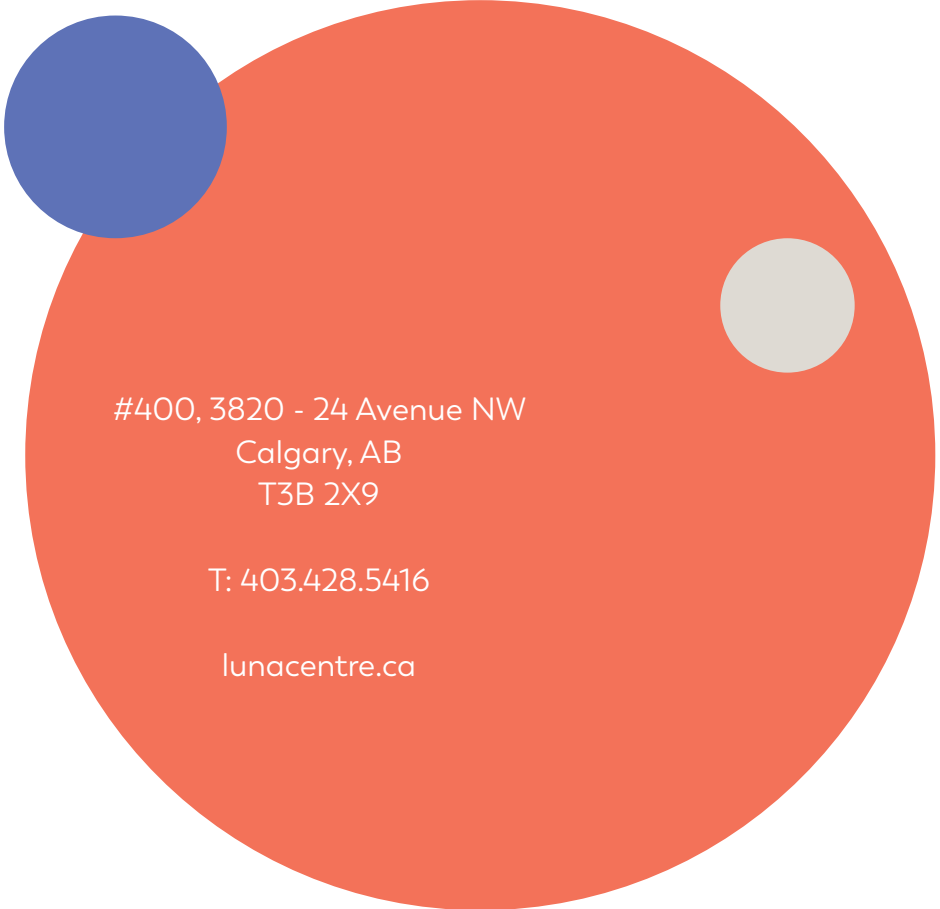
[lunacentre.ca](http://lunacentre.ca)







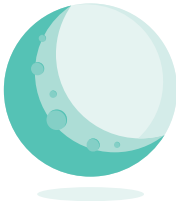




#400, 3820 - 24 Avenue NW  
Calgary, AB  
T3B 2X9

T: 403.428.5416

[lunacentre.ca](http://lunacentre.ca)



**LUNA**  
CHILD AND YOUTH  
ADVOCACY CENTRE