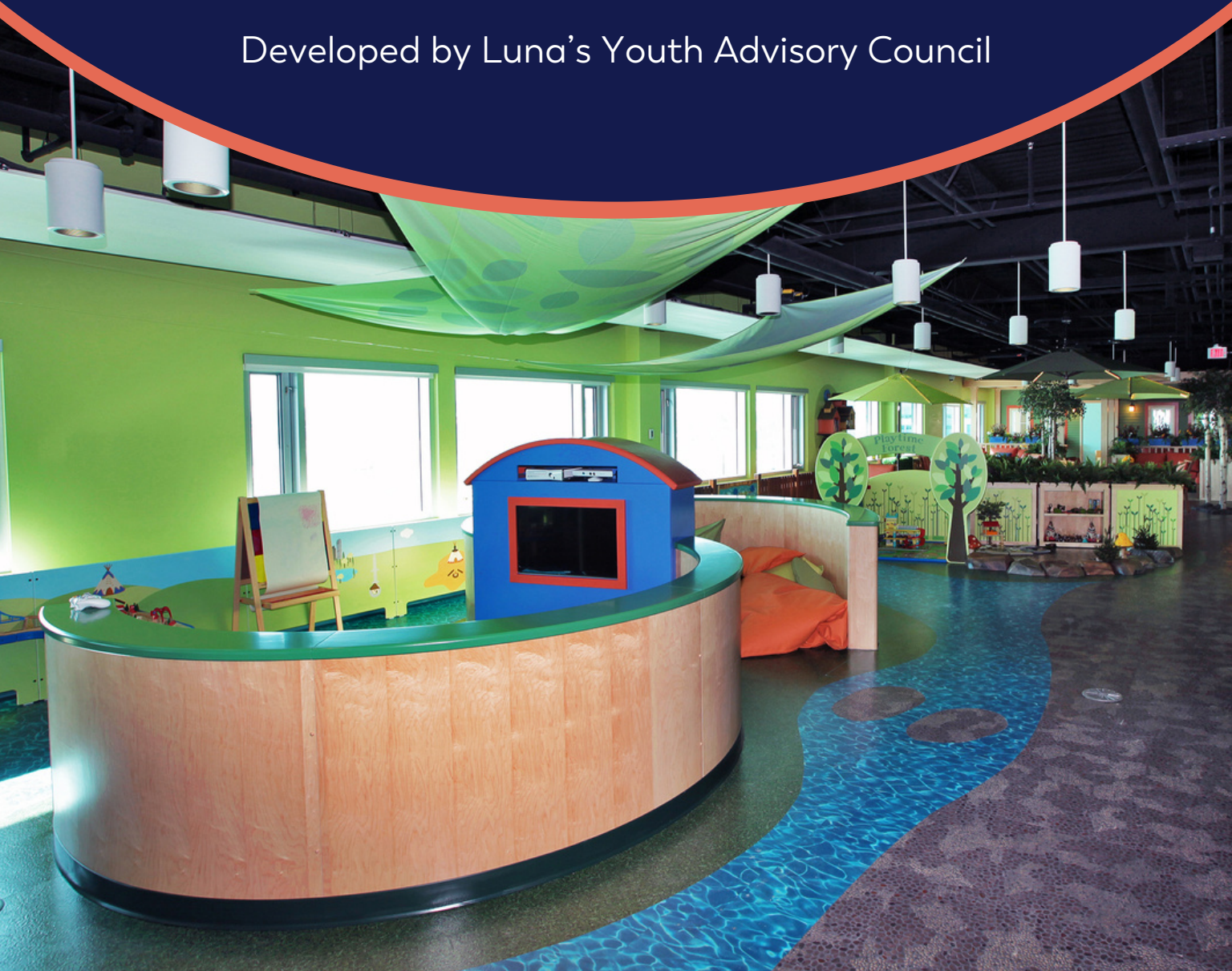


Luna Child and Youth Advocacy Centre: **A Young Person's Guide**

Developed by Luna's Youth Advisory Council



LUNA
CHILD AND YOUTH
ADVOCACY CENTRE

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Contact List

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Table of Contents

How Can Luna Help?.....	1
Getting Here.....	2
Reception.....	5
Child Space.....	6
Sacred Space.....	9
Interview Process.....	10
Frequently Asked Questions.....	12
Tips for Anxiety.....	14
Resources.....	15
A Special Thank You.....	16



How Can Luna Help?

If you are 17 or younger and have experienced abuse, we are here to help. We listen, we never judge and we understand what you are going through. Luna is a safe space. All our visitors are unique and no two visits are the same.

Sometimes we might even be here, and you can meet us!

We can help! We have support and various services we can give you that will help you start your healing journey!



Getting Here by Bus

We are located in the Child Development Centre building across from the Alberta Children's Hospital. Our address is 400, 3820 24 Ave NW. The hospital hosts a bus terminal with several routes available. For detailed directions on how to get to Luna Child and Youth Advocacy Centre by transit, please visit the City of Calgary Transit website.

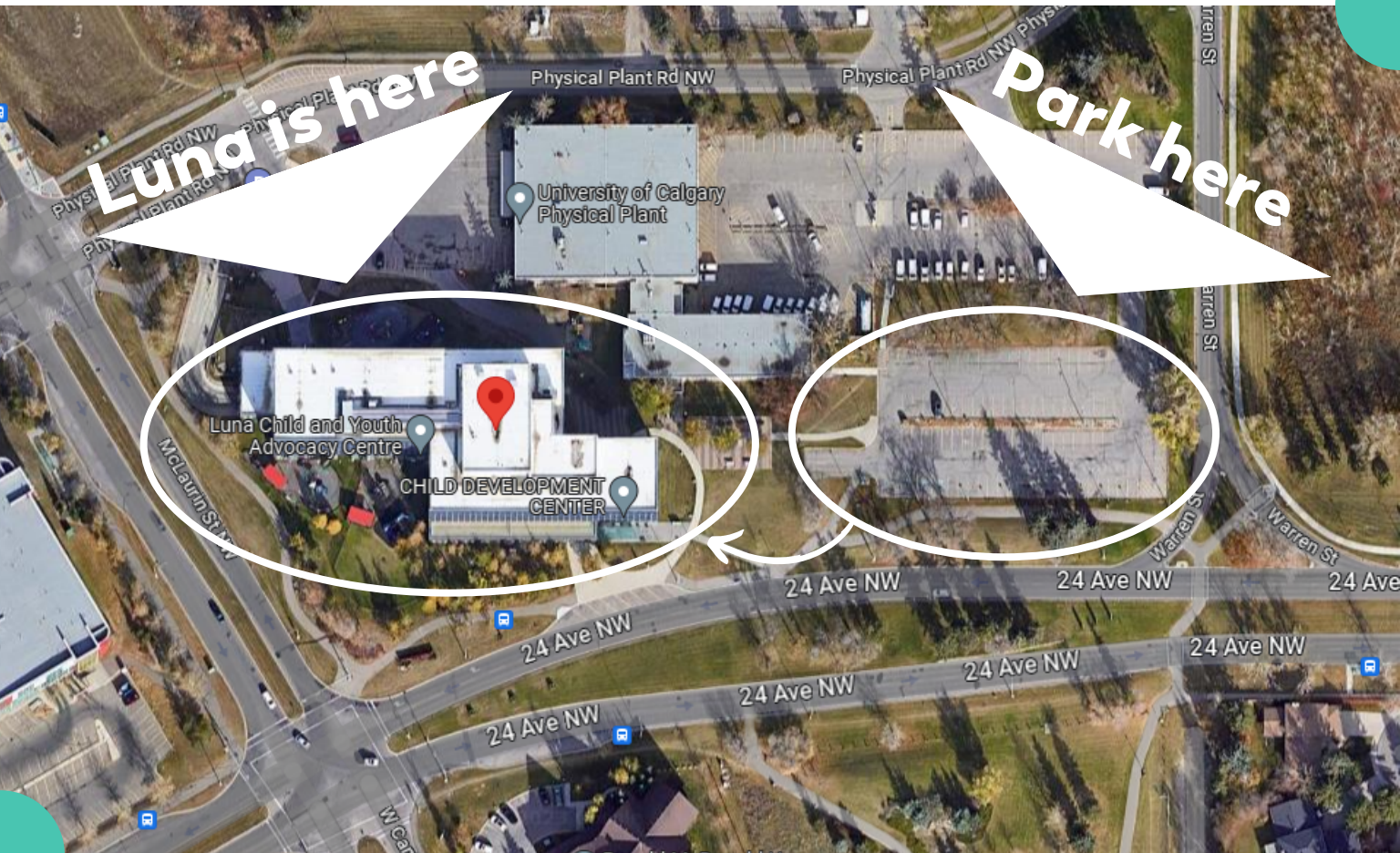
Alberta Children's Hospital Terminal



MO (N)	MAX Orange Brentwood	19 N	Dalhousie
MO (S)	MAX Orange Saddletowne	19 S	Sunridge
8 N	North Pointe Terminal	90	Bridgeland
8 S	Foothills Medical Centre		

Getting Here by Car

If you are driving to Luna, please park in Lot 53, which is located on the East side of the building. We will cover the cost of your parking pass. Please speak with your Luna contact to make these arrangements or chat with our friendly receptionist.



Getting Here



Building Entrance

The Luna Child and Youth Advocacy Centre is located on the 4th floor of the Child Development Centre. Our address is 400, 3820 24 Ave NW. Our phone number is 403-428-5300. Please note that the doors to the building are unlocked 8 AM - 5 PM. For access to the building outside of these hours, please pre-arrange to be let in.

Once You Arrive

1

Child Development Centre lobby. Go to the elevators.

2

Child Development Centre elevators. Push the "up" button.

3

Child Development Centre elevators. Go to 4th floor and turn left.



Reception

When you arrive in the lobby there will be a phone located outside of Reception. Pick up the phone and dial 5437. The receptionist will answer and ask your name. They will then buzz you in. We do this to keep the space safe.

Dial 5437 for
entrance

Please use phone
for access
Dial 5437
Authorized staff
admission only

DIAL 5437 ACCESS

-NOTE-
Entrance Permission
to centre by
staff only



Facility Dog
on
Premises

Press Red Button
To Exit

Push the red
button to exit



Child Space

The Child Space is the reception area. This is where you will be asked to wait. Feel free to check out the space and find a comfortable place to sit!



Child Space

In the Child Space you will have access to fruit and snacks. You will also be offered water, juice, tea or coffee.



Child Space

In the Child Space, you will have access to a pronoun button if you wish to wear one. You will have access to men's, women's, and non-gendered accessible washrooms in a private area.



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. Please let reception know if you would like to smudge during your time at Luna.



Interview Process

At Luna, an interview is as simple as a talk between you and one of our trusted grown ups called an interviewer.

Our interviewer will talk with you one-on-one. They will make sure you feel comfortable and safe for the entire time you speak with them.

We will record your interview, so you don't have to worry about telling your story over and over!

Afterwards, the officer, whose job it is to take care of your case, will talk to the grown-ups you trust.

The officer will tell your trusted grown-up what they are doing to help you and what to expect next.

We'll keep the grown-up you trust updated with any new information by phone.



Interview Process

Talking to people in the same situation may influence what you remember. However, talking to people about what happened can help you heal and feel better. If you want to talk that is ok. Making sure that you get your needs met by talking about your feelings is most important.

We are working hard to make sure that everyone has the facts and that you will be safe. Because everyone is different, your time at Luna may be different than for others.

It is okay if you do not feel ready to tell your story. We will always listen because your story is important, and you have all the time you need to tell it.



Who will I meet at Luna?

- You will meet a variety of people including our receptionist, who will greet you, and our Child Life Specialist, who will help you get settled and explain more about what your time at Luna will be like.
- You may also talk to a police officer. Most often, the police officer is in regular clothes and not in a uniform. However, you may see some police officers wearing a uniform.
- You may also see lawyers, victim support staff, doctors and nurses. They all have the same job—to make you feel safe and comfortable while you are at Luna.

How long will I be at Luna?

- This depends entirely on your circumstances and how much information our team will need for evidence in your case.
- If you are coming for an interview, plan to be here minimum of 2 hours but be prepared to potentially be here longer.

Can I bring someone with me?

- Yes! We encourage you to bring a trusted adult like a parent, care giver, family member or even a friend if that's who you feel will offer best support to you before and after your interview.
- If you are under the age of 16 a caregiver is preferred.



What is my role as a youth in the process of an interview?

- The forensic interview is an opportunity to talk about what happened in a safe environment.
- We try and accommodate you so that you feel comfortable in the space.

What if I can't remember everything?

- That's okay! If you are asked something and can't remember, just let us know. It would be unreasonable to be able to remember everything so just let us know what you can't remember.

What happens if I remember something after the interview?

- This happens. When you start remembering something, that activity can cause you to remember more later. We try and catch some of these in the interview through how we ask questions.
- If something comes up later, you can always come back in and talk to the interviewer.



Tips for Anxiety

Visiting Luna can spark different emotions and all of them are okay. Please share your feelings with us so that we can help you.

Here are some helpful thoughts for "in the moment":

- All I have to do right now is keep breathing. That's my only job. Just breathe.
- I'm doing the best I can.
- I've felt this way before and survived. I can get through this, too.
- This feeling won't last forever. It will eventually fade and another feeling will take its place.
- How I feel right now is neither good nor bad, right or wrong. It just is.
- In this moment, I can't change the situation or how I feel. Instead, I'm going to focus on not doing anything that will make the situation worse.
- There is a big difference between feeling what I am feeling and acting on it.
- What I'm feeling isn't necessarily based on facts—even though it feels very true at this moment.
- Feeling like I can't cope doesn't mean I can't.

We may tell ourselves that we can't handle intense feelings, or that our feelings aren't real or valid. However, this type of self talk isn't true and doesn't help our situation. It's better to accept your feelings without judgement, and make a plan to get through them.

This information is from Anxiety Canada. They have lots of other resources you can check out at www.anxietycanada.com.



Resources

Kids Help Phone

403-266-4357

Help is available 24/7 over the phone, website chat box, or Facebook Messenger.

needhelpnow.ca

Tips for supporting youth and for removing images off the internet.

cybertip.ca

Canada's national tip line for reporting information or content related to child exploitation. Also has lots of great resources for parents, children and youth.

Child Abuse Services: AHS

403-428-5320

Provides therapy to children who have experienced abuse.

ConnecTeen

Call: 403-264-8336 Text: 587-333-2724

24-hour support for youth/teens via phone, text, or website chat.



A Special Thank You

Luna's Youth Advisory Council—Making a Difference!

We would like to take a moment to express our deepest gratitude to the extraordinary individuals who made this Welcome Guide possible. The Luna Youth Advisory Council, a group of remarkable young minds aged 15-22, came together with creativity, dedication and enthusiasm to create this comprehensive guide for you.

A Shout-Out to Our Sponsor

None of this would be possible without the generous support of the RBC Foundation. Their commitment to nurturing and empowering youth is truly commendable. By investing in initiatives like the Luna Youth Advisory Council, they have demonstrated a profound belief in the potential of the next generation.

Thank You for Being the Change

To the members of the Luna Youth Advisory Council, you are the change makers, the innovators, and the future leaders. Your willingness to dedicate your time, energy and insights is an inspiration to us all. The impact of your collaboration will be felt far and wide, and for that, we are immensely thankful.