Recognizing and Responding to Intimate Partner Violence Resource Guide for Refugee Resettlement Assistance Programs in Ontario

Advancing Recognition and Response
Violence Against Women & Resettlement Services in Ontario

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Western Centre for Research & Education on Violence Against Women & Children

OCASI
Ontario Council of Agencies Serving Immigrants

Rexdale Women's Centre
A World of Difference

Acknowledgments

The Guide is a collaborative initiative of the Rexdale Women's Centre, the Centre for Research & Education on Violence Against Women and Children (CREVAWC) and the Ontario Council of Agencies Serving Immigrants (OCASI) with Advisory Committee members from COSTI Immigrant Services, Wesley Urban Ministries and the Multicultural Council of Windsor and Essex County. Partners and Advisory Committee members have provided expertise and experience in the development of the Guide.

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Section 1. Introduction

Welcome to this Guide

Immigrants are individuals who leave their country to settle in another country, whereas refugees are people who move from their country out of fear or necessity. They might be fleeing war or persecution, or their homes may have been destroyed in a natural disaster.

Government-assisted refugees are Convention Refugees Abroad whose initial resettlement in Canada is entirely supported by the Government of Canada or Quebec. This support is delivered by Immigration, Refugees and Citizenship Canada (IRCC)-supported non-governmental agencies. There are various service provider organizations located throughout Canada working within the Resettlement Assistance Program (RAP).

RAP plays a significant role in healthy and effective adjustment and accommodation of government-assisted refugees. In most cases, RAP workers in their designated agencies are the first point of contact for these individuals and families. They are the frontline of support, information and referral.

This resource guide has been prepared specifically for settlement workers in Refugee Assistance Programs to provide information to understand the complex situations of government-assisted refugee women in Ontario when they experience intimate partner violence (IPV). The guide will explore a holistic framework for understanding intimate partner violence that will include definitions, the unique risk factors that refugee women face and elements of a culturally competent response. It will present strategies and tools to use when violence is suspected, disclosed, or witnessed.

RAP workers know the unique challenges and incredible triumphs that women and their families who are new to Ontario experience as they settle in our province. RAP workers have reported that government-assisted refugee women face problems such as:

- A fear of being deported because they are not clear about their status in Canada.
- A lack of information about the rights of women in Canada.
- A lack of access to information regarding their legal rights and Canadian laws.
- A lack of access to social services and support networks.
- An experience of social and physical isolation.
- Language barriers.
- A fear of bringing shame to one's family (all cultures have norms and values that reinforce this fear in some way).
- A lack of awareness of the Direct Service Workers of the specific vulnerabilities of government-assisted refugee women.

While it might seem overwhelming to consider how to address violence in familial relationships, RAP workers understand that their clients will face significant barriers to successful settlement and adaptation to their new homes if issues of violence are not addressed. We hope that this guide will be a tool that can enrich the capacity of RAP workers to provide excellent quality services to government-assisted refugees.

Preparation for Using this Guide

As you begin to familiarize yourself with the Guide, here are a few things to consider:

1. Intimate partner violence is a complex issue and community experts from women's shelters are available to work collaboratively with you.
2. Think about this issue both in terms of prevention and intervention.

3. You will learn and retain more if you can dedicate time to read the content during a quiet, uninterrupted period of time.
4. Consider placing tabs or bookmarks on important pages or tools within the guide.
5. Coordinating a professional development or "study" group within your agency can facilitate an exchange of knowledge that will augment your learning experience.
6. Consider the development of agency policies and guidelines for ongoing consultation and responding to intimate partner violence. This will support RAP workers and enhance their capacity to address this important issue.

A Gender-Based Analysis of Intimate Partner Violence

Clarifying our Focus on Refugee Women

Although we are used to identifying people as male or female, increasingly we are recognizing that gender is much more fluid than that (Barrett & Sheridan, 2016). Gender identity and expression, sexual orientation, heterosexism, homophobia and transphobia can be used as weapons of control. Following the example of the Migrant Mothers Project, this report focuses on people who self-identify as women or who are identified by the state as women or female, including transgendered women.

LGBT People Among the Vulnerable

On Wednesday, Feb 3, 2016, Immigration Minister John McCallum acknowledged that Lesbian, Gay, Bi-sexual and Transgendered (LGBT) people are often subject to very substantial persecution. They can experience violence both in their communities and in their relationships. Violence against LGBT refugees has been reported in crowded camps across Europe, while the Lesbian and Gay Federation in Germany has identified several assaults on gay refugees in 2015, often by fellow asylum seekers. Fear of persecution may inhibit LGBT people from disclosing abuse in their intimate relationships. (Daily Xtra, 2016)

Our Choice of Terminology

Recognizing the vulnerability of LGBT people and recognizing that men can also be victimized by violence, we have chosen to refer to survivors as women and to those who use abusive behaviour as men in this resource guide. We have done this to recognize that the most serious and harmful forms of intimate partner violence are perpetrated by men against women. At the same time, we take all violence in intimate relationships seriously and urge RAP workers to do the same.

Intimate Partner Violence is Everybody's Business

Intimate partner violence is a global phenomenon that has negative consequences for an individual, family and society. Research from the World Health Organization tells us that 1 in 3 women has experienced either physical or sexual violence from her partner. The WHO multi-country study on women's health and intimate partner violence against women collected data from more than 24,000 women in 10 countries, representing diverse cultural, geographical and urban/ rural settings. IPV was widespread in all countries studied. Among women who had ever been in an intimate partnership: 13-61% reported ever having experienced physical violence by a partner; 4-49% reported having experienced severe physical violence by a partner; 6-59% reported sexual violence by a partner at some point in their lives; and 20-75% reported experiencing one emotionally abusive act, or more, from a partner in their lifetime (WHO, 2012).

In Canada:

- Women experience serious violence three times more than men. (Statistics Canada, 2013)
- Women are five times more likely to require medical attention and hospitalization. (Statistics Canada, 2003)
- Women are five times more likely to fear for their lives. (Statistics Canada, 2003)

- 80% of domestic homicides are adult females. (Domestic Violence Death Review Committee Report, 2012)
- 64.9% of transgendered people experience intimate partner violence in their lifetime. (Wathen et al, 2014)

As alarming as these statistics are, violence against women remains an under-reported problem in many parts of the world. Far too often intimate partner violence is considered a 'private matter' and not a crime that impacts whole families, communities and societies.

Migration as the Context for Violence

The experience of abuse is shaped by the context of the survivors' lives. This includes migration, war, unexpected displacement and the need to seek asylum. Immigrant and refugee women do not experience higher rates of intimate partner violence, but they do face unique challenges related to pre-migration and migration trauma, post-migration stresses, language and cultural barriers, social isolation, unemployment and uncertain legal status. LGBT refugees also face unique challenges related to fear of persecution for their sexual orientation.

> *"LGBT refugees also face unique challenges related to fear of persecution for their sexual orientation."*

Guiding Principles

This resource guide is structured around a framework of Recognize, Respond and Refer:

Recognize warning signs and risk factors of intimate partner violence.

Respond by engaging in a safe and respectful conversation that opens the door to building trust and providing support.

Refer to the appropriate resources so that the survivor can receive the support they need.

Resource Guide Objectives

The purpose of this resource guide is:

- To provide preliminary information on the dynamics of intimate partner violence.
- To understand how cultural context and migration experiences are relevant to intimate partner violence.
- To outline ways RAP workers can intervene skillfully and effectively when they become aware of intimate partner violence experienced by government-assisted refugees.
- To provide information about community experts and community resources available to RAP workers when they must address situations of intimate partner violence.

Learning Outcomes

As a result of this training, frontline service workers will be able to:

- Define intimate partner violence, name different types and understand the consequences of abuse.
- Identify warning signs, conduct a preliminary assessment of risks and ensure that safety plans are developed for women.
- Employ the strategies, tips and tools presented in this manual when intimate partner violence is suspected or confirmed.
- Make appropriate referrals to existing community experts for additional help and support for women.

A Note to RAP Workers: How to Use this Guide

Our goal is to provide information that is easy for you to integrate in your daily work. Through focus groups, we learned that Settlement Support Providers in RAP Centres need a combination of knowledge, resources and tools to support you in your response to intimate partner violence. This guide offers information, theories of practice, strategies, and a range of tools to help prevent, identify and respond to intimate partner violence. Here are the best ways to ensure that you get the most from this resource:

1. Attend an implementation seminar.
2. Visit the websites to watch the recorded implementation seminar.
3. Read through the guide and mark/make notes of important content.
4. Make copies of specific tools, checklists, and assessment tools for quick reference.
5. Consider the ways in which this information will support your ability to identify and respond to warning signs and incidents in an effective, responsive manner.
6. Develop an individual and agency plan for ongoing development in this area.
7. Evaluate the effectiveness of your service's response to intimate partner violence regularly.

The course is not meant to provide in-depth training on how to become a counsellor who can address intimate partner violence. The course content emphasizes the importance of working within professional boundaries and providing referrals to external sources when required. Collaborating with community experts will help you to do your job well and help to keep survivors of intimate partner violence safe.

Section 2: Understanding Intimate Partner Violence

What is Intimate Partner Violence?

Intimate Partner Violence is...

> *Any form of physical, sexual, emotional or psychological abuse, including financial control, stalking and harassment. It occurs between opposite- or same-sex intimate partners, who may or may not be married, common law, or living together. It can also continue to happen after a relationship has ended. (Wathen et al, 2014)*

The terms "intimate partner abuse", "domestic violence", "intimate partner violence", "woman abuse", "family violence", "intimate terrorism" and "coercive control" are often used interchangeably.

Intimate partner violence affects women of all ages, races, ethnicities, socioeconomic classes, education levels, abilities, religions, places of origins and sexual orientations.

- Intimate partner violence is meant to scare, intimidate, humiliate or make a woman feel powerless.
- Intimate partner violence is often experienced within the context of other challenges. **Migration, displacement** and **asylum seeking** are examples of these challenges.
- While women who experience intimate partner violence, share lived experiences of abuse; the context in which the woman experiences the abuse means that each woman's experience is unique.
- It is of paramount importance for RAP service providers to identify and understand intimate partner violence in the context of pre- and post-migration trauma and assist women in a culturally competent and trauma-informed ways.

Gender-Based Oppression: The Roots of Intimate Partner Violence

Intimate partner violence occurs when one partner feels entitled to and exerts power and control over the other.

Gender inequality is the root of intimate partner violence. It is a form of oppression rooted in social structures that reinforce masculine domination and feminine subordination. Abusive men believe that they have the right to control their spouse or their partner. A sense of entitlement comes from the belief that males should be dominant. Male dominance and male privilege is reinforced by social and cultural attitudes that value men and men's contributions more than women and women's contributions. Male dominance is also supported by social and cultural attitudes that devalue and disrespect women. Although women can be violent in relationships with men, often in self-defence, and violence sometimes occurs in same-sex partnerships, the most common perpetrators of violence against women are male intimate partners or ex-partners. By contrast, men are far more likely to experience violent acts by strangers or acquaintances than by someone close to them.

Recently, we have become aware that transgender people experience intimate partner violence at extremely high rates. (Wathen et al, 2015) Not conforming to societal expectations about gender and gender expression puts transgendered people at risk of gender-based oppression.

Intimate Partner Violence Consequences

The Middlesex-London Health Unit Task Force on the effects of Woman Abuse notes that women who are abused experience high levels of stress and anxiety, often over long periods of time. Stress is known to trigger or exacerbate many other health conditions such as cardio-vascular conditions,

migraine head-aches, reproductive disorders, asthma and some autoimmune diseases. Tragically and too often, woman abuse ends in the death of the woman. The Task Force reviewed research to compile an extensive list of effects:

Physical Health Effects:

- Broken bones: wrist, rib, ring finger, jaw, clavicle, cheek
- Bruises: bilateral or multiple contusions, arms, legs, buttocks, breasts, chest, abdomen, head, eyes, lips, cheeks, neck, back
- Burns: cigarette burns, scalding, burns from stove/fireplace, acid
- Cuts and Stab Wounds: anywhere on body
- Abrasions: scrapes, friction burns, fingernail scratches or punctures, ring imprints, mouth cuts
- Bites: Often on breasts and other sexual areas, arms, legs, necks
- Lacerations: on skin over bony areas, internal tearing
- Concussions, Skull Fractures or "Shaken Adult Syndrome"38
- Sprains
- Perforated Ear Drums
- Chipped or Lost Teeth
- Loss of Hair
- Internal Injuries
- Chronic Gastro-Intestinal Pain/Discomfort
- Irritable Bowel Syndrome
- Chronic Back, Neck or Other Musculoskeletal Pain
- Chronic Headache
- Hypertension
- Palpitations

Sexual Health Effects:

- Sexually Transmitted Diseases, such as HIV
- Miscarriages
- Chronic Pelvic Pain
- Chronic Vaginal or Urinary Tract Infection
- Bruising or Tearing of the Vagina or Anus
- Female Genital Mutilation
- Frequent Pregnancies (when Contraindicated or Unwanted)
- Vaginal Infections
- Early Hysterectomy
- Chronic Genital or Pelvic Pain
- Sexually Addictive Behaviour
- Infertility

Psychological Health Effects:

- Low Self-Esteem
- Self-Abusive Behaviour
- Difficulty in Forming and Maintaining Healthy Relationships
- Dysfunctional Parenting
- Acute Anxiety
- Frequent Crying
- Lack of Appropriate Boundaries
- Arrested Development (i.e., behaviours in adults that are infantile or adolescent as opposed to mature)
- Sexual Dysfunction/Fear of Sexual Intimacy
- Passivity
- Evasiveness
- Self-Degradation
- Uncommunicativeness
- Unusual or Pronounced Fear Responses
- Hyper-vigilance
- Chronic Stress
- Uncontrolled or Rapid Anger Responses
- Insomnia/Sleep Disturbances/Nightmares
- Flashbacks
- Phobias
- Memory Loss
- Loss of Concentration and Productivity

Psychiatric Health Effects:

- Depression
- Suicidal Ideation
- Dissociation
- Eating Disorders
- Post Traumatic Stress Syndrome
- Adjustment Disorder with Depressed Mood
- Obsessive Compulsive Disorder

(Middlesex London Health Unit, 2000)

Children's Exposure to Intimate Partner Violence

The impacts of abuse are far-reaching as violent behavioural patterns tend to be transmitted across generations, creating circumstances in which abusive behaviours are deeply rooted within the histories of families. Children's direct and indirect exposure to violence has many impacts. Research tells us that children and adolescents living with intimate partner violence are at increased risk of experiencing emotional, physical and sexual abuse, of developing emotional and behavioral problems and are more likely to experience other adversities in their lives.

Children exposed to family violence may learn that violence is acceptable and justifiable way to express anger or an effective way to get what you want. They also learn that power imbalances between men and women are normal and acceptable. Children are considered "hidden victims" or "silent witnesses" of intimate partner violence. There are interconnections between children witnessing intimate partner violence and their subsequent abusive parenting. This explains the "intergenerational transmission of violence" and illustrates the detrimental long-term impact of intimate partner violence. (Jaffe et al, 2004)

Intimate Partner Violence Myths and Facts

- ***Abuse against women occurs in particular socio-cultural groups***
  Violence against women happens in all cultures and religions, in all ethnic and racial communities, at every age, and in every income group.
- ***Alcohol or drugs cause men to abuse their female partner***
  Alcohol or drugs do not cause men to abuse their partners. Abusers frequently try to excuse abuse by claiming there were "out of control".
- ***Women and men are equally abused in relationships***
  Women are abused at a significantly higher rate than men.
- ***It can't be that bad or she'd leave***
  Women stay in a violent relationship for many reasons ranging from love to terror, fear and insecurity.
- ***She must ask for it***
  Often prolonged exposure to violence has the effects of distorting perspectives so the woman believes that she deserves to be hurt.
- ***Immigrant and refugee women are abused because of their 'culture' and the best way is rescuing women from their culture***
  Domestic violence is a complex and multidimensional phenomenon and is not simply the result of culture, but various individual and institutional factors allow violence to occur. The best way is to understand cultural influences and seek resources within the women's culture that produce change.

What Does Intimate Partner Violence Look Like?

Women may experience one or several forms of intimate partner violence at one time including:

Physical: consists of pushing and hitting, and which may gradually become more frequent and severe abuse including the use of weapons which could ultimately end in murder.

- *Hitting or punching*: striking the face, arms, body, or legs.
- *Throwing or destroying property*: throwing dishes, small appliances, or other objects in order to hurt or intimidate his partner. Destroying household property and her personal items/books that affect her schooling and/or work life.
- *Hair pulling*: pulling out large patches of hair which may cause a woman to cut her hair short.
- *Burning*: using cigarettes, hot spoons or other objects to inflict burns.
- *Repeated beating using objects:* using belts, sticks, or other objects during the assault. As a result the abuser can eventually control the woman just by laying his hand on the object.
- *Choking*: choking is very dangerous and is an indicator that this woman is at high risk
- *Humiliation*: forcing a woman into certain positions for the imposition of violence and/or making her undress before yelling and beating her to cause feelings of helplessness.
- *Forcible confinement:* restricting a woman's liberty to move from one point to another (i.e. tying her up, locking her in the bathroom). Some women report that they are confined to a section of the house with no access to a phone. When they are outside of the home, women are never left alone.
- Doctors frequently report "swimsuit" injuries involving the breasts, body, buttocks, and genitals. These areas are usually covered by clothing, concealing obvious signs of injury.

Sexual: consists of unwanted sexual touching, forced sexual activity, refusal to use protection from STD or an unwanted pregnancy or a forced abortion

- *Sexual acts that humiliate and degrade*: engaging in oral sex and/or anal intercourse regardless of woman's feelings or beliefs; forcing her to have sex with friends or coworkers.
- *Violence during sex*: engaging in sexual activities in a violent and forceful manner intended to hurt.
- *Sex after physical altercation:* engaging in sexual activities is an attempt by the abuser to make up for the aggression, giving false hope that abuse will not occur again.
- *Lack of access to birth control:* preventing a woman from using birth control.
- *Forced abortions:* making a woman have an abortion against her will.
- *Forced pregnancy:* getting a woman pregnant against her will.
- *Being forced to watch or take part in pornography.*
- *Learn more about sexual violence from OCASI's online training at* www.settlementatwork.org/events/e-learning%C2%A0training-sexual-violence

Emotional: consists of the threat to children and pets, the isolation from others, the need to induce fear, and threats to report woman to authorities. The use of fear, guilt and isolation is to instill a feeling of helplessness that further ties the woman to the abuser.

- *Fear:* threatening to harm or kill her or her children, other members of her family and family pets if she ever leaves him. Intimidating comments and behaviours such as sharing private information with other family members, Children's Aid Society or Immigration Services.
- *Verbal dominance:* making her feel as if her opinions, thoughts and ideas carry no weight in the relationship.
- *Isolation:* limiting a woman's access to the use of car, money and accessing other normal activities. Restricting her ability to see friends and family to prevent her from receiving feedback from others. This ensures the only feedback she receives is from the abuser.

- *Controlling behaviour:* controlling someone's daily actions, the way she dresses and who and when she interacts with is a serious form of abuse.
- *Guilt:* blaming the woman for the abuser's violence.
- *Humiliation:* destroying a woman's sense of self-worth by degrading her in front of others, or forcing her to perform degrading acts, in private or in public.

Economic: consists of stealing and/or controlling money and possessions.

- *Financial deprivation:* controlling the distribution of income leaves a woman with no financial independence and therefore total reliance on the abuser for purchasing the necessities of life.
- *Financial control:* taking a woman's wage or social security benefits through physical assault or threats of physical violence.
- *Workplace harassment:* Deliberately harassing the women at work so that her work performance is affected requiring her to take time off, consequently causing her to lose her job and therefore increasing her economic dependence on the abuser.

Spiritual: consists of using beliefs to manipulate and control his partner. Spiritual abuse is not limited to any particular religion or denomination. People from any belief system may experience or perpetrate spiritual abuse.

- *Ridiculing or insulting* a woman's religious or spiritual beliefs.
- *Preventing* a woman from practicing her religious or spiritual beliefs.
- *Using a woman's religious or spiritual beliefs* to manipulate or shame her.
- *Forcing the children* to be raised in a faith that goes against her beliefs.
- *Using religious texts or beliefs* to minimize or rationalize abusive behaviors (such as physical, financial, emotional or sexual abuse/marital rape).

Stalking: consists of repeated conduct that is carried out over a period of time and which causes someone to reasonably fear for their safety or the safety of someone known to them.

- Following or watching every action of his partner in order to control her.
- *Making repeated unwanted calls* to a woman.
- *Leaving harassing or threatening* messages.
- *Visiting a woman's workplace* without reason.
- *Following a woman* by any means of transportation.
- *Making rude or obscene gestures* to a woman.
- *Repeatedly driving by* a woman's house or workplace.

Many times all types of violence occur in a relationship; however sometimes only one type of abuse may be occurring. In most cases, however emotional abuse is present. Sexual, verbal or emotional abuse may not leave physical scars visible to the naked eye, but it will certainly leave emotional scars that may be even longer lasting and more devastating.

A Continuum of Intimate Partner Violence

It is important to remember that risk increases as patterns of violence become more established.

Why Doesn't She Leave?

Both members of the public and service providers frequently ask why a woman would stay in an abusive relationship despite the harm she is experiencing. To answer this question, we need to be aware of the complex and multiple influences, including migration experiences, cultural values and systemic barriers that are impacting a woman who has experienced abuse and the man who is using abusive behaviour.

> *The decision to leave is highly related to whether the woman believes she can overcome the factors that keep her with the abuser.*

Some of the most common reasons women stay include:

Economic dependency: Often abusers prevent their spouse or partner from access to money and prevent them from pursuing education and/or a career that would enable them to be self-sufficient.

Children: Many women believe that children need their father and should grow up in two-parent families. Abusers may threaten to sue for custody of children, thereby restricting women's access to children. Women are also afraid of reporting abuse because of a fear that the children will be taken into care by the Children Aid Society.

Hope for change: The cycle of abuse and abuser's promises to end violence can keep women hoping for change.

Love: Many women love the men who abuse them. They may excuse his actions as demonstrations of "love" and "care". The fact that men may be under the influence of drugs or alcohol allows women to minimize their abusers actions.

Fear: The fear that an abuser will follow through on threats to hurt or kill her and/or her children or family pets will keep many women in the relationship.

Loss: Women may not be emotionally and mentally ready to leave and accept the loss of the relationship.

Shame: Women may not leave because they believe the abuse is their fault and they may be too embarrassed to ask for help.

Additional Reasons Why Refugee Women May Stay

All of the reasons listed above apply to government-assisted refugee women, but they may face additional barriers as well. An important fact to consider is that many refugee women come from collectivistic cultures that emphasize the needs and goals of the group, as a whole, over ride the needs and wishes of each individual. In such cultures, relationships with other members of the group and the interconnectedness between people play a central role in each person's identity. Cultures in Asia, Central America, South America and Africa tend to be more collectivistic.

A refugee woman who wants to leave an intimate relationship may lack family and community support because of these collectivist values that value the integrity of the family over the freedom of individuals within the family. Her family and even her community may consider that she is shaming them if she leaves. Religious beliefs and/or cultural norms may also reinforce a woman's duty to her husband and her family, making it difficult for her to make a decision to leave. A women herself may put priority on family and community rules and expectations and be reluctant to break the social bond because she may believe that she will bring shame on the family. For a woman, maintaining her place within collectivist system gives her a sense of social belonging and may take precedence over escaping the abuse.

She may fear that her children will be taken away from her, by her husband or because her husband has threatened that CAS will take the children.

A refugee woman may not be aware of the health and social services available. She may be reluctant to access the legal system, especially police services if she has had experiences in her home country or during her migration journey that caused her to distrust authorities. Her partner may threaten to contact immigration services in order to have her deported even though as government-assisted refugee she is given Permanent Resident status upon entry to Canada. Her partner may have kept her Resident status from her in order to control her actions.

For refugees who come from conflict zones of the world, intimate partner violence has occurred against the backdrops of waves of violence and trauma - the violence of war and civil strife, the trauma of fleeing their homes and living in a marginal existence in refugee camps, and the challenges of adjusting to life in Canada. Leaving a marital relationship is a traumatic event that compounds the losses of pre-migration and migration hardships for women who are abused. Some women might not be ready for this step.

Although financial barriers and mental health problems like depression and PTSD can be barriers for any woman but they are more likely to be present for refugee women who have suffered huge losses in their lives.

Cycle of Abuse

Some experts find the notion of a cycle of abuse a useful description of patterns of abusive behaviour. The entire cycle may happen in one day or it may take weeks or months. It is different for every relationship and not all relationships follow the cycle—many report a constant cycle of siege with little relief. Others experts make the point that although the abuse may not be happening on a continuous basis, in a relationship where abuse is present, the dynamic of control is happening even when he is being nice to her.

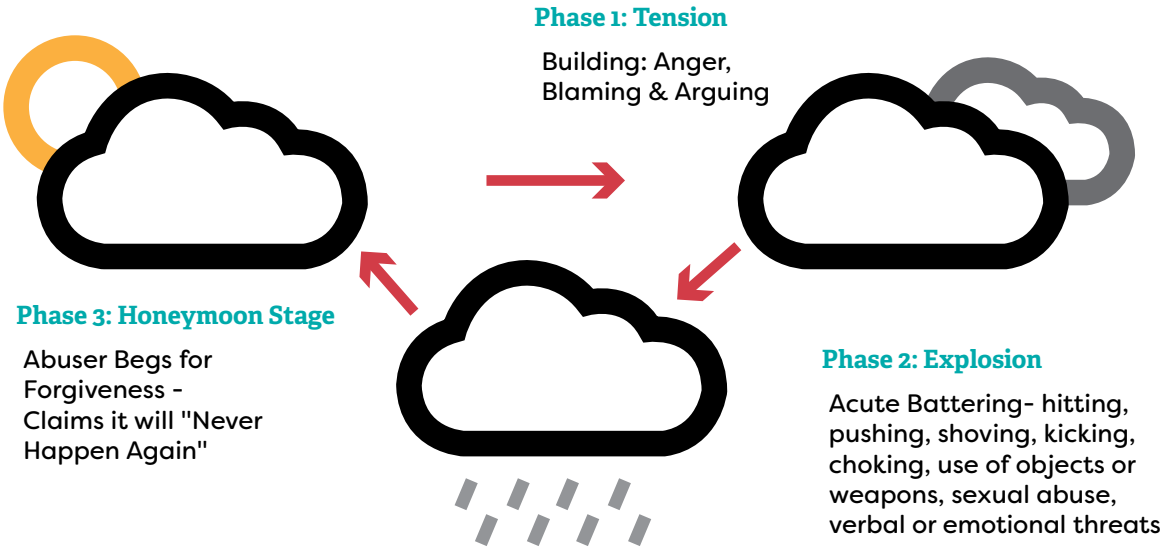
The cycle of abuse is described in phases:

Tension building phase—Tension builds over common domestic issues like money, children or jobs. The woman tries to control the situation by pleasing the abuser, giving in or avoiding the abuse. None of these attempts will stop the violence. Eventually, the tension reaches a boiling point and physical abuse begins.

Acute battering episode— However when the tension peaks, the physical violence begins. It is usually triggered by the presence of an external event or by the abuser's emotional state—but not by the woman's behaviour. This means the start of the battering episode is unpredictable and beyond the woman's control. There are some experts that believe that in some cases women may unconsciously provoke the abuse so they can release the tension, and move on to the honeymoon phase.

The honeymoon phase— Indicates the abuser is ashamed of his behaviour. He expresses remorse, tries to minimize the abuse and might even blame it on his partner. He may then exhibit loving, kind behaviour followed by apologies, gifts, generosity and helpfulness. He will attempt to convince his partner that the abuse will not happen again. This loving and contrite behaviour strengthens the bond between the partners and often convinces her, that once again, that leaving the relationship is not necessary.

This cycle continues over and over, and may help explain why women stay in abusive relationships. The abuse may be terrible, but the promises and generosity of the honeymoon phase give the woman false hope that everything will be all right. The cycle does not imply that abuse is intermittent, and recognizes the dynamic and patterns of abusive behaviours that exist all the time. (Walker, 1979)



Section 3: Violence Against Women in the Context of Migration

Understanding Migration

Surviving intimate partner violence is a multidimensional and complex process. How a woman experiences, defines and responds to abuse, as well as the ways in which she engages in help-seeking behaviour, the sources of support she seeks, disclosure, and the process of leaving are not just individual factors but are determined by cultural, social, political and historical factors. Abusers use different tactics to exert power and control that are unique to their own socio-cultural context, and immigration is a powerful tool to exert power and control.

Immigration is a significant life event that places people in a totally different social system. As such, refugee families need resources and support to gradually resettle and adapt to their new environment. Unexpected and sudden migration of refugees causes extreme distress that adds to the trauma of war and torture.

Immigration alone does not cause violence, but increases stress within families. Distress occurs when immigration hardships exceeds a family's resources and coping abilities. Stresses include:

- Loss of socio-economic status during the resettlement period that creates financial instability. Newly arrived refugees often lack the language skills and training to find employment. As a result, economic survival may be the most pressing issue for themselves and their families.
- While Syrian refugees who entered Canada between November 2015 and February 29, 2016 had the loans for the costs of their flights waived, there are other loans available to them for start-up costs. These will need to be paid back. All refugees before and after the recent influx of Syrians are responsible for paying back their transportations loans, including Syrian refugees not covered under the recent initiative.

Not all women worked outside of the home in their countries of origin. Women engaging in paid employment while their partners are unemployed in Canada may be stressful for the family, change the family dynamic and collide with traditional gender roles.

- Cultural barriers and acculturation stress due to the contrast between rules and norms in the home and host countries.

"Acculturation refers to a process of adaptation and change whereby a person or an ethnic, social, religious, language, or national group integrates with or adapts to the cultural values and patterns of the majority group. Acculturation distress happens when the demands of adapting to new culture exceed family resources" (Henry & Tator, 2002).

- A lack of understanding of the host countries' laws and social orders and difficulties in navigating the social, political and cultural systems.
- Parenting difficulties within two cultures.
- A loss of social support from families, friends and neighbours in the home country and social isolation.
- Language barriers.
- Multiple oppressions and discriminations based on class, race, faith and citizenship status.

Pre-Migration Trauma

Many refugees come from conflict zones or have been caught up in situations of conflict. Before they arrive, they have been affected by violence and life in refugee camps. They may have witnessed violence and murder and they may have experienced the trauma and grief of losing people close to them.

Pre-migration and migration trauma can increase the risk of abuse through:

- Causing Post Traumatic Stress Disorder (PTSD)*, depression and other mental health issues.
- Transmitting violence from the society to the family, blurring the lines of abusive behaviours.
- Normalizing violence and desensitizing family members to its impact.
- Women's experiences, such as rape, assault and torture in the context of war and conflict makes them more vulnerable to further violence and less likely to engage in help-seeking behaviours.

PTSD is a mental illness. It involves exposure to trauma involving death or the threat of death, serious injury, or sexual violence.

Power and Control Wheel for Immigrant Women

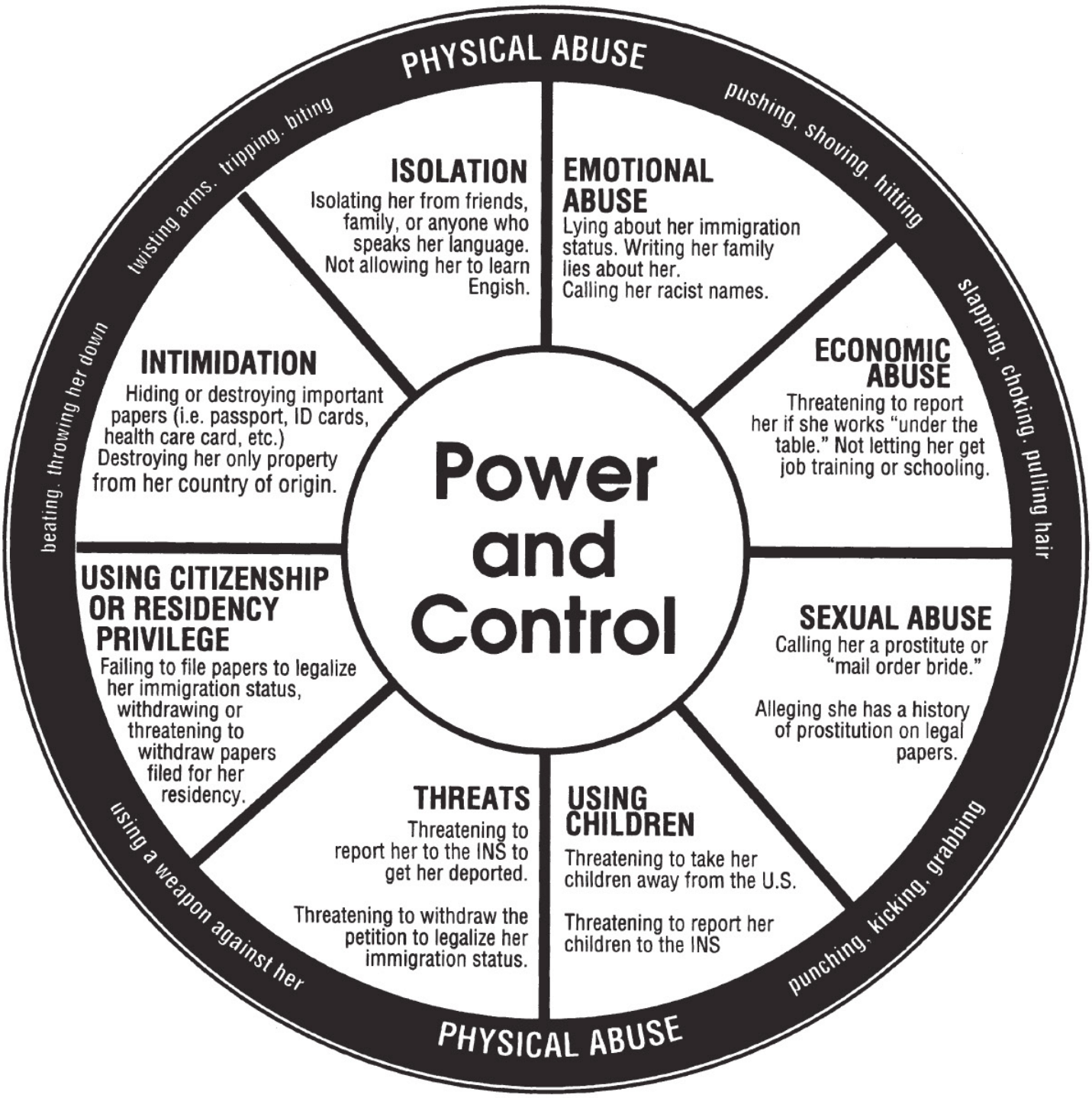
To understand intimate partner violence we have to look beyond the behaviours to the motivation. The motivation is to gain power and control over another person. Immigration provides additional opportunities for an abuser to exert power and control. Examples include:

- Taking a woman's passport and refusing to return it.
- Threatening to report a woman for deportation.
- Refusing to file an application for residency or threatening to withdraw an application.
- Threatening to take children out of the country.
- Lying about her immigration status.
- Isolating her so she cannot build social networks, or attend ESL classes to learn the language.

Although government-assisted refugees do not have to worry about their status in the country because they become Permanent Residents upon arrival, a spouse can gain control by giving his partner false information about her status and her rights. She may rely upon her spouse for information about their immigration status as an individual or as a family.

Other factors highlighted by the Power and Control Wheel for Immigrant Women apply to the situations of government assisted refugee women.

The graphic on the following page shows ways that immigration can provide tactics for controlling a woman.



This version of the Power and Control wheel, adapted with permission from the Domestic Abuse Intervention Project in Deluth, Minnesota, focuses on some of the many ways battered immigrant women can be abused.

Adapted by Futures Without Violence www.futureswithoutviolence.org.

Understanding Cultural Context

Immigrant and refugee families originate from cultures around the world.

> *Culture is defined as the attitudes, habits, norms, beliefs, behaviours, customs, rituals, styles and artifacts that express a group's adaptation to its environment; that is, ways that are shared by group members and passed on overtime (McAuliffe, 2013).*

Culture is a lens through which life is perceived including demographic variables such as age, ethnicity, religion, citizenship status and social class. This broad perspective of culture provides a context for understanding that each of us is simultaneously a member of many different cultures that make us similar and different. For example, all women's experience of abuse, in many respects (a) like other women (based on gender); (b) like some women (e.g., based on race, faith, ethnicity), and (c) like no other women (genetics, non-shared experiences). When violence against diverse women occurs, culture is often alleged and blamed to explain violence, and violence, more often, is not viewed as a reflective of individual behaviours. This perspective can cause further harm and marginalization of the entire cultural community. RAP workers should look at how patriarchy and male dominance operate differently in different cultures. Therefore, cultural-competency refers to service workers awareness of individual (e.g., personal traits), cultural (e.g., patriarchal traditions and custom) and institutional (e.g., racism, war and colonialism) factors that induce violence.

The examples of cultural differences are displayed in their degree of:

Individual versus collectivist cultural orientation

- Collectivist cultures emphasize the value of relationships and expect extended family members and community member to rely on one another. They have strong group loyalty.
- The goals and desires of the family unit and the extended family unit are more important than the goals and desires of any one member of the family and the extended family.
- The "personal identity" of a member of the family is closely tied to the "collective identity" of the whole family and extended family. Expectations about how individuals will act and behave are shaped to a large extent by what will benefit everyone in the family.
- In individualist cultures, the needs and rights of each person are highly valued. There is not an expectation that an individual family member will consider how their decisions and actions will impact the entire family and extended family. Individuals are expected to do what is right for them, not what is right for the whole family and extended family.

Cultural "tightness" and "looseness"

- Refers to the level of tolerance for behaviours that are outside of the norm or that are different from what usually happens in the context of that culture.
- Individualist cultures tend to be looser, with greater acceptance of personal choice. Family members are allowed and expected to make decisions and engage in behaviours that address their own needs over the needs of the collective or the family and extended family.
- In contrast, in tight collectivist cultures, there are clearly defined norms, rules and obligations that lay out expectations for how individuals within a family will act. Each member of the family will have a more clearly defined role and will be expected to fulfil that role.
- When an individual's behaviour does not correspond to the expectations of the family or the extended family (the collective) there is a sense of shame or a "loss of face" for the whole family.

Hierarchical versus Egalitarian

- Collectivist cultures tend to be more hierarchical, with a clear structure of authority.
- Individualistic cultures tend to be more egalitarian in structure, with all members of the family unit having equal rights to make decisions.
- Collectivist cultures put a high value on adherence to authority, such as elders, parents, husbands, teachers and religious figures.

A woman's perception of accessible gender and marital roles, and her real and perceived options for addressing IPV are deeply influenced by the priority given to her collectives' needs, adherence to cultural norms and obedience to authority figures. For example, a woman may stay in an abusive relationship because of her children, respecting her parent's request to maintain marriage and to follow normative behaviours to avoid shame and loss of face in the community.

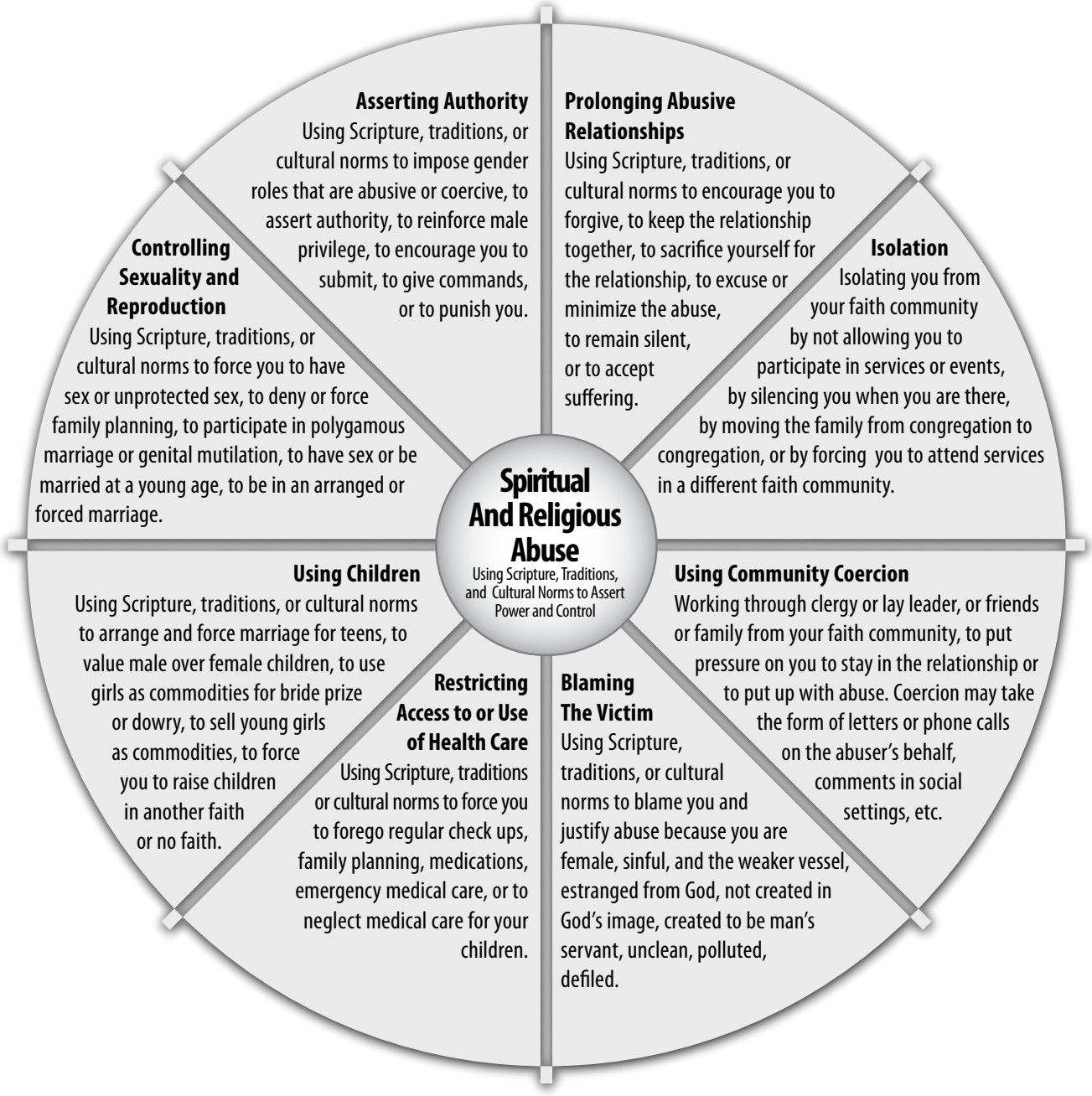
Understanding the Impact of Faith

The interpretation of certain religious teachings serves as a means to maintain the abuse, although teachings can also be used to promote liberation from abuse. Religion can be misused to justify a relationship of power and control and immigration provides additional opportunities for an abuser to exert power and control.

Examples include:

- Using Scripture, traditions, or cultural norms to encourage you to excuse or minimize the abuse
- Using Scripture, traditions, or cultural norms to impose gender roles that are abusive or coercive
- Isolating you from your faith community
- Working through clergy or lay leader, or friends or family from your faith community, to put pressure on you to stay in the relationship or to put up with abuse
- Using Scripture, traditions, or cultural norms to blame you and justify abuse because you are female and sinful
- Using Scripture, traditions or cultural norms to force you to forego family planning or medications
- Using Scripture, traditions, or cultural norms to arrange and force marriage for teens
- Using Scripture, traditions, or cultural norms to force you to have sex or unprotected sex

safe havens
interfaith partnership against domestic violence
because no one should have to choose between faith and safety



89 South Street, Suite 603, Boston, MA 02111 | www.interfaithpartners.org | 617-951-3980 | info@interfaithpartners.org

Barriers Facing Refugee Women

Examples of barriers include:

- Refugee women may be unwilling to disclose abuse due to fear of bringing shame to their families and communities or of reinforcing stereotypes. As a result, when seeking help, refugee women may feel they have to place more importance on their racial or ethnic identity than on the violence and oppression they are experiencing as a result of their gender.
- Many refugee women live in extended families that may provide social support in the form of emotional comfort, financial resources, child care, and protection for women. The constant presence of a family network reduces the likelihood that a woman will become isolated by her abuser. The lack of a social network after migration acts as a barrier to seeking support. In these situations, it is easier for men to control women's lives both emotionally and physically.
- Being abused within the context of a collectivist culture may lead to having multiple members of the family abusing a woman. For example, to uphold the power structure within the family, mothers-in-law may exacerbate their sons' abusive behaviours or may be verbally and physically abusive themselves.
- In accordance with the values of collectivist cultures, the presence of children can be a deciding factor in a woman's decision to stay in or leave an abusive relationship. Women choose to stay because of concerns about the economic or psychological effects on their children or choose to leave because they fear their spouse might become violent towards the children. Taking advantage of these concerns, abusers often criticize the woman's skills as a mother or may threaten to take away the children.
- Refugee women may feel isolated from the mainstream culture, increasing their reliance on their spouse to navigate everyday situations in a new country.
- Refugee women may be reluctant to engage the police or other legal services because they fear police based on previous experiences of mistreatment in their country of origin or fear of discrimination.
- Limited English, social isolation, and a lack of knowledge of services such as hotlines, shelters, make it difficult for some women to get help. Services that are available may not be culturally or linguistically appropriate.
- If the abusive partner is the primary source of income for the extended family or if social norms exist that encourage women to sacrifice themselves for the sake of other family members, it may be more difficult for refugee women to leave an abusive relationship.
- For government-assisted refugees, IRCC issues cheques to the Head of Family, which is the male/husband in most cases. IRCC also insists that two bank accounts be opened, one for each spouse or partner and they are set up as joint accounts. In cases where financial abuse is part of the dynamic of the relationship, this doesn't stop the husband from taking the bank card and banking information from his wife.
- Refugees who experience abuse are from different backgrounds and require different interventions. For example, Muslim women may require special foods or accommodations in the form of a place that is receptive to and respectful of their religious beliefs.
- Religious and community leaders, who tend to be male, may apply pressure on women to either stay in an abusive relationship or be quiet about it. Only some leaders are speaking out against violence. There have been incidents where Imams, and other community leaders mostly male, speak with the women and tell them to stay in the situation.

Experiences of Marginalization

The abuse experiences of refugee women are often compounded by their social location at the intersections of race, class, gender and religion. This subjects them to systems of oppression and discrimination. For these women intimate partner violence is not the only violence shaping family life; they are also exposed to societal violence such as hate crimes, anti-migration sentiments and

xenophobia. These inequalities impose additional hardships for refugee women who have also experienced violence who are seeking safety.

It is important for RAP workers to understand:

- Refugee women experience intimate partner violence within other systemic inequalities (i.e., race, gender, class and religious oppression).
- Negative stereotypes of women who have been abused from various cultural groups can have serious consequences, which may prevent them from accessing legal and social services.
- If mainstream society and service providers from mainstream society hold negative stereotypes about women from ethno-linguistic communities who have been abused, refugee women may be reluctant to access legal and social services.
- The tendency to blame "culture" for intimate partner violence can lead to social exclusion and further marginalization of women from various cultural groups.

Wife beating is not culture...it is traditional patriarchal custom that men have practiced and women have accepted for generations.

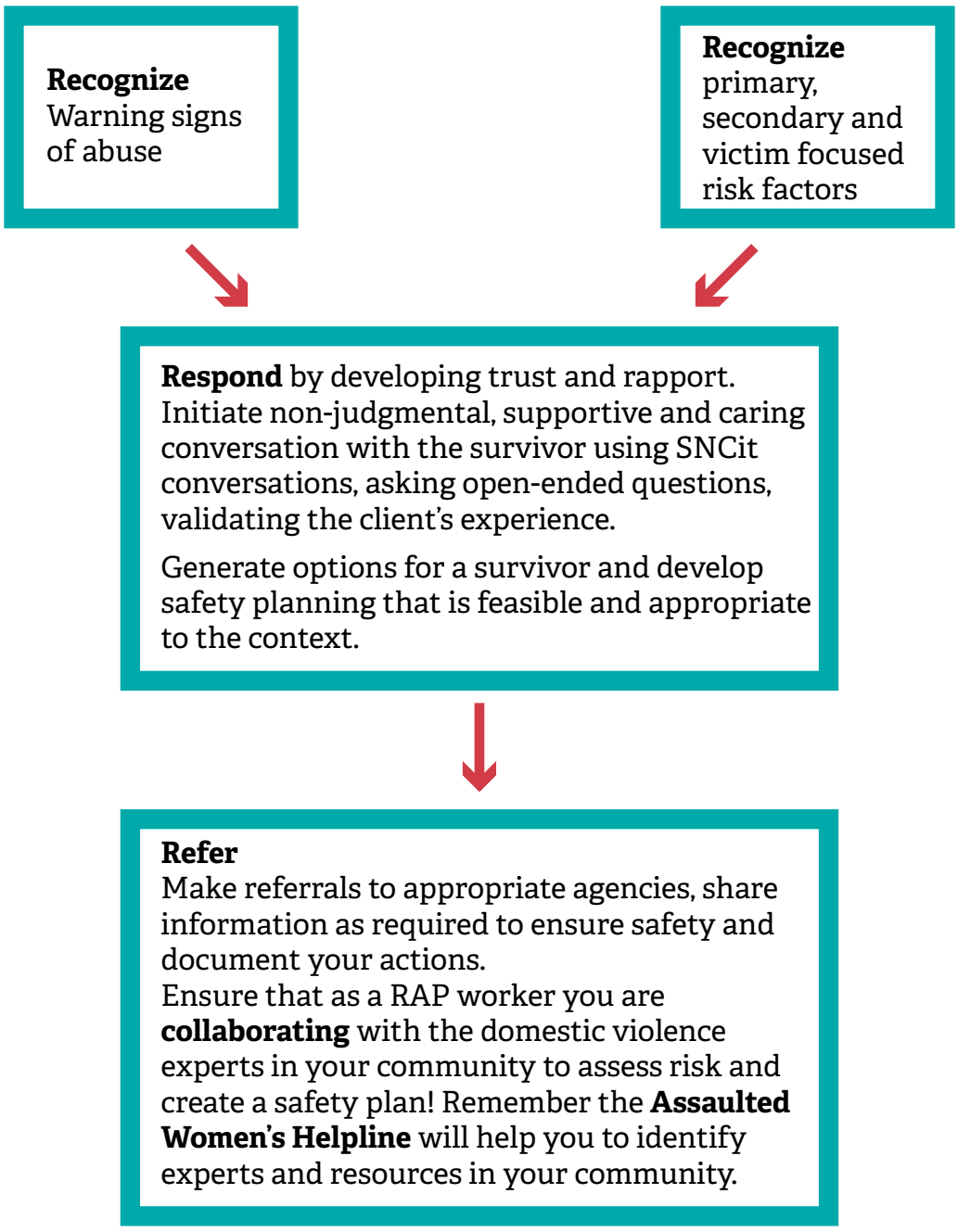
How to Help a Refugee Woman?

- Cultural competency and sensitivity and understanding and respecting a woman's view is very important. When working with a woman who is a refugee, labelling her experience as "intimate partner violence" may not be congruent with how a woman perceives her relationship to an abusive spouse or the problem for which she can seek help. RAP workers should adopt the description of the events used by the woman. For example, a woman may say that her husband keeps her from going out or that he takes her money. She may be unhappy about these things, but not label them as intimate partner violence.
- At the same time, RAP workers must share information on provincial and federal laws that criminalize abusive behaviours in Canada. For example police must follow a mandatory charging policy. If they become aware of a domestic assault they are mandated to lay charges, regardless of a woman's wishes. Service providers also have a duty to report child abuse to child welfare authorities.
- If a refugee woman tells a RAP worker about intimate partner abuse involving physical and/or sexual violence and it has happened in the reception centre, the RAP worker is obligated to call the police and the Children's Aid Society if there are children involved. In these cases an incident report is filled out and filed.
- Women gain strength from their culture and it is important to respect that. They draw on values, religion, beliefs, and practices that help them cope. Such things as cultural celebrations, familiar food, and art forms can provide comfort and release.
- Connecting women to communities that are supportive is important. Shared values provide a sense of connection that helps women fight against isolation. In addition, respected male and female elders may serve as monitors and inhibitors of abuse
- Community members can provide valuable information about the community and help RAP workers identify and gain access to important people, such as religious leaders, community organizers, or community elders who can provide support to refugee women.
- Helping women to find strength within themselves and within their own community of origin is important so that they do not feel rootless after separating from an abusive husband.
- Service providers should be aware of war, violence, post-traumatic stress and other psychological effects that compound the abuse.

Section 4: Violence Against Women: Recognize, Respond and Refer

Helping a Survivor

RAP workers can utilize the process below to assist a refugee woman when she indicates that she has experienced abuse. (Note: this process is not necessary linear as presented, but will move back and forth through the stages)



Recognize

In this section, we help you to become familiar with warning signs that abuse might be happening in a relationship and signs that it is a high risk situation. In the next section we will talk about what you can do if you are seeing warning signs and risk factors that indicate a dangerous situation.

Warning Signs of Abuse

Warning signs for him	*Warning signs for her*
He puts her down	She may be apologetic and makes excuses for his behaviour or becomes aggressive and angry
He does all the talking and dominates the conversation	She is nervous about talking when he's there
He tries to suggest he is the victim and acts depressed	She seems to be sick more often and misses work
He tries to keep her away from you	She tries to cover her bruises
He acts as if he owns her	She makes excuses at the last minute about why she can't meet you or she tries to avoid you on the street
He lies to make himself look good or exaggerates his good qualities	She seems sad, lonely, withdrawn and is afraid
He acts like he is superior and of more value	She uses more drugs to cope

Source: Neighbour, Friends & Families: www.neighboursfriendsandfamilies.ca

Signs of High Risk

Ask these questions to identify high risk situations:

Always use your discretion and gut feelings when assessing risks.

- Has she just separated or is she planning to leave?
- Does he have access to her and her children?
- Is he unemployed or does he have trouble keeping a job?
- Is he is a war survivor?
- Does he have PTSD or depression?
- Does he have access to weapons?
- Does he take drugs or drink every day?
- Does he have a history of abuse with her or others?
- Does he have no respect for the law?
- Has he threatened to harm or kill her if she leaves him? Has he said something like; "If I can't have you, no one will."?
- Does he have family allies to control his partner and abuse her?
- Has she been exposed to severe war and torture?
- Does he believe his partner or other family members are ruining his or the family's honour?
- Is he experiencing extreme acculturation distress?
- Has he threatened to harm her children, her pets or her property?

- Does she fear for her life and for her children's safety or is she unable to see her risk?
- Has he threatened to kill himself?
- Is she is in a custody battle, or does she have children from a previous relationship?
- Has he hit her or choked her?
- Is she involved in another relationship?
- Is he going through major life changes (e.g. job, migration, separation, depression)?

Source: Neighbour, Friends & Families: www.neighboursfriendsandfamilies.ca

Primary, Secondary and Victim-Focused on Intimate Partner Violence Risk Factors

- ***Primary risk factors include***

Violence or intimidation that is recent or has been escalating indicates that the abuser is already engaged in violence or is thinking about it.

- ***Secondary risk factors include***

Circumstances or conditions related to the individual or the relationship that may contribute to increased risk and violent or abusive behaviour.

- ***Victim-Focused risk factors include***

Factors related to the victim/survivor's vulnerability and include her innate sense of danger and the complex network of needs, problems and social circumstances she is facing.

Primary Risk Factors (escalating or recent)	Secondary Risk Factors	Victim Focused Risk Factors
• History of intimate partner violence • Physical violence including hitting, punching, slapping, choking • Sexual violence including forced sexual acts and/or assaults during sex • Threats to kill victim • Threats or assault with a weapon • Threats or attempts to commit suicide by perpetrator • Threat to destroy her reputation or accuse her for adultery • Threats to harm children • Hostage-taking and/or forcible confinement • Destruction or deprivation of victim's property • Violence against family pets • Assault on victim while pregnant • Violence outside of the family by perpetrator • Stalking	• Actual or pending separation • Perpetrator was abused and/or witnessed intimate partner violence as a child • Perpetrator witness extreme war trauma • Perpetrator fails to comply with authority • Child custody or access disputes • Perpetrator is unemployed or underemployed • Excessive alcohol and/or drug use by perpetrator • Perpetrator depressed in the opinion of family/friend or professionally diagnosed • Perpetrator experiences other mental health or psychiatric problems • New partner in victim's life • Access to or possession of any firearms • Sexual jealousy (perpetrator) • Sexist attitudes (perpetrator) • Significant life changes • Suicidal behaviour in family of origin • Controls most or all of victim's daily activities • Attempts to isolate victim	• Extreme fear of perpetrator • Inconsistent attitude or behaviour (i.e. ambivalence) • Inadequate support or resources • Unsafe living situation • Health problems • Mental health issues • Addictions (alcohol/drug abuse) • Disability • Language and/or cultural barriers (e.g., new immigrant or isolated cultural community) • Economic dependence • Living in rural or remote locations • Fear or distrust of legal authorities • Lack of awareness or distrust of mainstream services • Insecure citizenship status • Pressure from family/community to endure abuse

Source: Neighbour, Friends & Families: www.neighboursfriendsandfamilies.ca

If you see primary risk factors, it is an indication that the situation is more dangerous and there is greater risk for serious harm or even death. We talk more about what you can do if you see primary risk factors in the next section. Remember, as a RAP worker, you are not expected to be an intimate partner violence expert. There are experts in your community that can help you to respond to high risk situations.

Respond

Overcoming your hesitation to help

All of us may experience reluctance in helping a woman who is in an abusive relationship for a number of reasons. This chart will help RAP workers to think through these hesitations:

Point of Concerns	Points to Consider
• You think she does not really want to leave • You are afraid she will become angry with you • You feel if she wanted help, she will ask • You think it is private issue • You think violence is part of family's patriarchal culture	• She may not have the support • Maybe she will know you care • She may be too afraid or ashamed • It is not when someone is being hurt • 'Patriarchy' is not a culture, and violence condemned in various cultures

Source: Neighbour, Friends & Families: www.neighboursfriendsandfamilies.ca

How to Start a Conversation

Begin a conversation by expressing genuine care and concern for a woman's health and safety. This initial conversation opens the door and develops trust so that she can disclose more of what is happening to her. Understanding her situation will help RAP workers offer appropriate support and to make referrals to appropriate community services.

These basic intervention skills will help to facilitate an effective conversation:

- Be aware of your biases and reflect on how your experiences have shaped your worldview. Consider whether your worldview is similar or different from the survivor.
- Express empathy and be authentic and non-judgmental in order to build trust and rapport.
- Listen actively by attending to verbal and non-verbal cues and the emotions attached to them.
- Validate the woman's experiences and normalize her emotions but not the abuse.
- Ask open-ended questions such as "what, how, when, where." This opens the doors to gather information in order to assess her risk

Use a See It, Name It, (SNCit) Check conversation

It is difficult to have a conversation when we know or suspect someone may be experiencing abuse. "See it, Name it, Check it" provides a framework for these difficult conversations.

SEE IT	NAME IT	CHECK IT
• Notice a gut feeling that something is not right • Find the willingness to look squarely at the situation • What are the warning signs? Are there risk factors involved?	• Put a name to that feeling, rather than ignoring or denying the possibility that it may be abuse • Check the warning signs • Start with naming it to yourself "it looks like abuse" • Talk to a trusted co-worker if you want to check your feelings • Don't gossip! • Name it to the woman "I'm concerned about you. You have bruises on your arm."	• Check the situation; is it dangerous? If so, call 911 • Check yourself; don't judge, don't jump to conclusions, don't try to fix it – ask questions • Check with the internal resources in your workplace – Manager or your supervisor • Check with community experts, your local women's shelter, or the Intimate Partner Violence Coordinator of your local police service • One of the best resources is the Assaulted Women's' helpline because it is 24/7 and Ontario wide. 1.866.863.0511

Source: Neighbour, Friends & Families: www.neighboursfriendsandfamilies.ca

Confidentiality and Privacy

RAP workers should assure a woman that confidentiality will be respected to the extent possible. It is also important to provide information about possible exceptions when information will be shared without the woman's consent.

A RAP worker cannot maintain confidentiality if:

- She/he learns about intimate partner violence that has happened in the reception centre. In this case, the RAP worker is obliged to call the police and the Children's Aid Society if there are children involved. An incident report must be filled out and filed.
- Children are being abused or neglected or if children are witnessing intimate partner violence. The RAP worker has a duty to report to child welfare authorities if they have "reasonable grounds to suspect" that a child or children are being abused or neglected or that the child/children may be exposed to violence. "Reasonable grounds" refers to the information that an average person, using normal and honest judgment, would need in order to decide to report. (However, if an adult discloses that he or she was abused as a child, the RAP worker typically isn't bound to report that abuse, unless other children continue to be abused.)
- A client discusses plans to attempt suicide or harm another person.
- Seniors or people with disabilities are being abused.
- There is a court order to release information. That might happen if a person's mental health comes into question during legal proceedings.

Reporting versus Disclosing

When a woman reports intimate partner violence to an authority figure, whether it is a RAP worker or the police it is because she wants help from professionals to address her situation. In these cases, she is voluntarily entering the system that is in place to address intimate partner violence.

A refugee woman who has been abused may also disclose that she has experienced intimate partner violence to a RAP worker intentionally or even unintentionally without realizing the consequences of her disclosure. If a client discloses intimate partner abuse and then finds out that it must be reported,

it is important to give her as much information as possible about what will happen next. If a report must be made to child welfare authorities, the RAP worker can encourage the woman to make the report herself and accompany and guide her in that process.

Talking with Women Who Are Reluctant to Talk about Abuse

Often women are reluctant to share what is happening to them in their relationship. Here are some suggestions on what to say to a woman who is reluctant to talk about abuse:

- I am afraid for your safety.
- I am afraid for the safety of your children.
- There is help available for you and your family.
- You don't deserve to be abused.

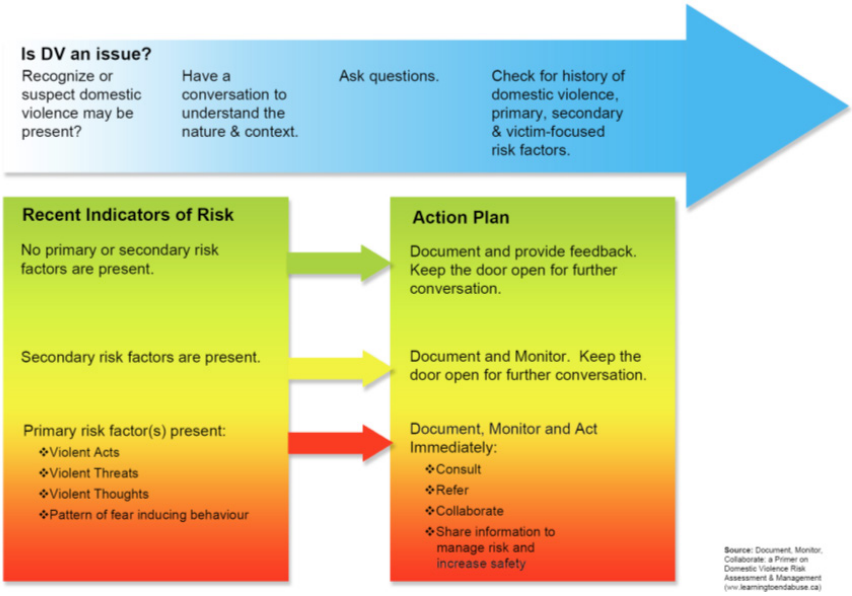
If she refuses to talk to you or says no to your offer of help, express your concerns for her any way. Tell her you would be available if she would like to talk another time.

When a RAP worker learns that a woman is experiencing intimate partner violence, it is natural and understandable for the worker to want the woman to leave the relationship immediately. However, it is important for service providers and professionals to let go of any expectations they may have that there is a "quick fix" to intimate partner violence or to the obstacles a woman faces. Staying in the relationship may be the safest option until the woman can figure out another plan. Respecting this is not condoning abuse. It is recognizing that it takes time and planning for a woman to come to grips with the problem and figure out what to do or where to go. RAP workers have a very important role to play in offering information, resources and help with safety planning. RAP workers will be most effective when they offer support at a time and a pace that is acceptable to the woman. (http://www.hiddenhurt.co.uk/helping_abuse_victims.html)

Responding to Risk Factors

Service providers working in social services are not required to conduct a comprehensive intimate partner violence risk assessment or management and should not do so without the appropriate training and experience. However, under statutory law, common law and professional code of ethics, many service providers are responsible for screening and responding to obvious signs of intimate partner violence. Collaborating with community experts is part of an appropriate response.

RAP workers can use the framework below to guide the process of a preliminary risk assessment and to help decide what the next steps should be:



If a RAP worker sees that primary risk factors are present and realizes that this is a high risk situation, it is time to take action. The role of the RAP worker is to consult with experts, refer the survivor to experts, collaborate with experts and share any information they have about the situation with experts to help manage the risks and increase safety.

CREVAWC: www.learningtoendabuse.ca/document-monitor-collaborate

Guidelines for Documenting an Assault

If an assault takes place in a Reception Centre, a hotel or a home, RAP Centre staff must fill out an incident report. The report should be factual and describe only what is known. The RAP worker should not include their own opinion or speculation or speculations from others.

At a minimum, documentation should include:

- The identity of the victim and others who at that time were directly or indirectly exposed to violence (e.g. children).
- The identity of abuser.
- A detailed description of the particular event.
- Any known information about previous incidents or events.
- A detailed description of consequences of violence (mental health state/injuries etc.).

Where possible, documentation could also include:

- Photos of any injuries.
- Photos of the scene of the event.
- A record of witness statements.
- Documentation on any previous actions taken by the RAP centre if relevant.

Safety Planning for Women Who are Abused

When working with a woman, it is important to highlight the notion of "safety". Making a safety plan involves identifying actions to increase the safety of a woman and that of her children. A woman needs a safety plan regardless of her decision to stay or leave an abusive relationship. Explore ways she is protecting herself and her children by asking questions:

- How is your relationship with your partner?
- Do you have to be careful to control your behaviour to avoid your partner's anger?
- Do you feel pressured by your partner when it comes to sex?
- Does your partner criticize you, or humiliate you in front of other people?
- Is your partner always checking up on you?
- Have you sought help from someone else about this?
- Are you willing to speak to police or other specialists about a comprehensive risk assessment? If not, is there anyone else you would be willing to talk to?
- Are you worried about your children's safety or wellbeing?
- Can I share what you have told me with other professionals?

RAP workers are not required to develop a comprehensive safety plan for women and should not do so without appropriate training and experience. Instead, they should connect the survivor to a local women's shelter or the Assaulted Women's Helpline for assistance with developing a safety plan.

RAP workers can access safety planning tools in multiple languages from the Peel Committee against Woman Abuse (PCAWA in different languages at www.pcawa.net/safety-planning-guide.html when working with refugee women.

If a woman refuses to seek help from a Women's Shelter or the Assaulted Women's Helpline to develop a safety plan, below are some safety planning tips that you can share with her. The tips are addressed directly to the woman. If you do not speak her language well, you will need an interpreter to help you discuss these safety planning tips with her.

Let her know to take one action at a time and start with the one that is easiest and safest for her.

Safety Planning While Living with the Abuser

- Explain to the woman that it is important that she tell someone she trusts about the abuse.
- Let her know that if she tells you about abuse and if it has happened in the reception centre, you are obligated to call the police, and CAS, if there are children involved. In these cases fill out an incident report.
- Tell her to Call 911 if she is in immediate danger.
- Ask her to think about her partner's past abuse and his level of force as this will help her predict what type of danger she and her children are facing and when they might have to leave.
- Ask her to explain to her children that abuse is never right, even when someone they love is being abusive. Also have her tell them the abuse isn't their fault or her fault; they did not cause it, and neither did she.
- Ask her to explain to them that it is important to keep safe when there is abuse. It is important for her to tell the children not to get between her and her partner if there is violence. Help her plan a code word to signal to the children that the children should get help or leave.
- Ask her to plan where to go in an emergency and to teach her children how to get help.
- Explain to her that she should not run to the place where the children are, as her partner may hurt them as well.
- Ask her to create a plan to get out of her place safely and practice it with her children.
- Suggest that she ask her neighbours or staff in her hotel to call the police if they hear sounds of abuse and ask them to look after her children in an emergency.
- Suggest to her that when an argument is developing that she move to a space where she can get outside easily and not go to a room where there is access to potential weapons (e.g. kitchen, workshop, bath room).
- Explain to her that if she is being hurt, to protect her face with her arms around each side of her head, with her fingers locked together. Suggest that she not wear scarves or long jewelry.
- If she has a vehicle, suggest that she park her car by backing it into the driveway and keeping it fuelled.
- Suggest she hide her keys, cell phone and some money near her escape route.
- Help her compile a list of phone numbers that she might need to call for help. Remind her to call the police (911) if it is an emergency.
- Explain that a local shelter or police might be able to equip her with a panic button/ cell phone.
- Advise her to keep a journal of all violent incidents, noting injuries, dates, events, threats and any witnesses.
- Ask her to make sure all weapons and ammunition are hidden or removed from her place if possible.

Safety Planning while Getting Ready to Leave the Abuser

Explain that when she is deciding to leave the abuser for a short or long term period, the following are some suggestions to help her in her planning:

- Tell her that you may be able to assist her with a change of a building for a temporary separation from the abuser.
- Suggest she contact the police or a local women's shelter with the assistance of a RAP worker. Ask her to let the staff know that she intends to leave an abusive situation and that she ask for support in developing a safety plan. Explain to her if she contacts the police, she should ask for an officer who specializes in woman abuse cases. Inform her that any information she shares with the police may result in charges being laid against her abuser.
- Advise her to request assistance from a RAP worker to go to a doctor or an emergency room if she is injured and needs medical assistance. Ask her to have them document her visit and injuries.
- Advise her to gather important documents: identification, bank cards, financial papers related to family assets, keys, medication, pictures of the abuser and her children, passports, health cards, personal address/ telephone book, cell phone, and legal documents (e.g. immigration papers, restraining orders/peace bonds).
- • Suggest that she ask a friend or neighbour to keep these things for her if she can't keep them stored in her home for fear her partner will find them.
- • Suggest she put together pictures, jewelry and objects of sentimental value, as well as toys and comforts for her children.
- • Ask her to remember to clear her phone of the last number she called to avoid her abuser utilizing redial.
- • Advise her to ask a RAP worker to put her in touch with a transition outreach worker from a shelter to find out if she is eligible for a free 2-hour consultation session with a family or immigration lawyer to help with abuse related issues such as child custody or divorce.

Safety Planning while Leaving the Abuser

Here are some suggestions for her personal safety when she leaves:

- Advise her if she is leaving her partner to ask a RAP worker to help her. Tell her she can request a police escort to help her leave safely if she wishes.
- Suggest that a women's shelter may be a safer temporary spot than going to a place her partner knows. Also tell her she can ask a RAP worker to help her contact the shelter.
- Suggest strongly that she should not tell her partner she is leaving.
- Advise her it is important she leaves quickly.

Safety Planning After Leaving the Abuser

Here are some actions you may advise a women to take after she or her partner have left the relationship:

- Advise her to ask a RAP worker to help her contact an organization that can provide interpretation services for her for any appointments she has with police or service providers regarding the abuse.
- Advise her to ask a RAP worker how to apply for a restraining order or peace bond that may help keep her partner away from her and her children. Advise her if she obtains one, she needs to keep it with her at all times.
- Advise her that if she goes to police that she should provide a copy of any legal orders that she has in her possession.
- Suggest that she ask a RAP worker to help her to consult a family lawyer or legal aid clinic about actions to ensure that she will have custody of her children. Advise her to let her lawyer know if there are any Criminal Court proceedings.

- Suggest that she change her telephone number, get caller ID and block her number when calling out.
- Suggest she make sure her children's school or day care centre is aware of the situation and has copies of all relevant documents.
- Advise her to carry a photo of her abuser and her children with her at all times.
- Advise her to ask her neighbours to look after her children in an emergency and ask them to call the police if they see the abuser.
- Ask her to think about places and patterns that her ex-partner will know about and try to change them. For example, consider using a different grocery store or place of worship.
- Advise her that if she feels unsafe walking alone, to ask a neighbour, friend or family member to accompany her.
- Advise her not to return to the home/hotel where her partner lives unless she is accompanied by the police. Strongly suggest that she never confront the abuser.

Working with Community Services

In order to provide further support for a refugee woman, it is important to be familiar with community services. Help a woman to take the lead in exploring, evaluating and selecting her best options in a non-judgmental manner.

- The job of RAP Centre staff is to guide a woman through the various support services available, advising which are most appropriate, and responding to the woman's own preferences in order to make effective and useful referrals.
- The Assaulted Women's Helpline (1 866 863 0511) offers a 24-hour telephone and TTY crisis line to all women who have experienced abuse and to anyone who is supporting a woman who has experienced abuse. The help line can provide counselling, emotional support, information and referrals. The Assaulted Women's Helpline can help to identify culturally appropriate services and services available in the mother tongue of the refugee woman.
- RAP workers can assist a refugee woman to contact a local women's shelter or police service. Let the staff know the preferred language the woman speaks, so they can arrange for interpretation services. When talking to police, ask for an officer who specializes in abuse cases. Remember that information shared with the police may result in charges being laid against the abuser.
- Ask the woman if she wants to involve other people in the situation. These people can include members or leaders from faith or cultural community, friends and/or extended family members who can provide additional support for the woman.

The Canadian Legal System

Criminal Justice System

Canada has mandatory charging policies which requires police to make an arrest if they believe on reasonable and probable grounds that violence has occurred. The victim of the assault does not lay charges and cannot withdraw charges. Only the police can do that.

Physical assault and sexual assault are the most common charges in cases of intimate partner violence. Stalking is a common behaviour in many intimate partner violence situations and frequently occurs following a separation. Stalking may result in a charge of criminal harassment.

Similar to the mandatory arrest policy of the police, Crown prosecutors are required to proceed with all intimate partner violence cases so long as a reasonable likelihood of conviction exists.

In Ontario, there is a domestic violence court in every jurisdiction. These courts consist of specialized teams of police, crown attorneys, victim/witness program staff, probation services, partner assault staff, and other community agencies.

The Ontario government provides the Victim/Witness Assistance Program (VWAP). This program provides information and support throughout the criminal court process to victims and witnesses of crime. It is available in all 54 court districts in Ontario. You can call the Victim Support Line at 1-888-579-2888 to find your local VWAP contact information.

For more information on what happens after an arrest see http://www.cleo.on.ca/en/publications/handbook/what-happens-after-arrest.

Protection Orders

In Ontario three different types of Protection Orders are available:

Restraining Order: A Restraining Order is a legal Order from the family court system that says that a person cannot do certain things, such as contact you or come near you or your children. In Ontario, you can get a Restraining Order against a person you are or were married to or a partner or former partner that you have lived with. It does not matter how long you lived with the person. If the person disobeys the Restraining Order, they may face criminal charges or be forced to pay a fine.

Peace Bond: A Peace Bond is a signed promise to be on good behaviour and can put restrictions on a person's behaviour. It is similar to a Restraining Order. But, a Peace Bond is from the criminal court system. You can get a Peace Bond against anyone that you are afraid will harm you, your family or your property. It can say that a person cannot contact you, come near you and/or carry a firearm etc. Peace Bonds can only be issued for up to one year. If the person breaks the Peace Bond, they may face criminal charges or be forced to pay a fine.

Bail Conditions or 'Terms of Release': Bail Conditions (also called 'Terms of Release') are another type of Court Order that puts restrictions on a person's behaviour when they are released from police custody into the community. Bail Conditions can be used to help protect you from someone who is getting out of jail, either on bail before a trial, or on probation after serving jail time.

Family Law System

Family Law involves all legal issues that can be dealt with in a family court, including divorce and separation; child custody and access; financial support; division or equalization of family property and child protection and adoptions.

Family Law Information Centres (FLIC) services are available in family courts across Ontario. At the FLIC you can find information about separation and divorce and related family law issues, family justice services, alternative forms of dispute resolution, local community resources and court processes. Information and Referral Coordinators (IRCs) are available at designated times to help you understand your needs and to make referrals to appropriate services. IRCs can give you information about family mediation and other ways to solve your issues without going to court.

Some shelters or transition support workers can help women to get a free 2-hour consultation session with a family or immigration lawyer to help with abuse related issues such as child custody or divorce. You can also call the Assaulted Women's Helpline toll-free to find out more about the legal assistance to deal with abuse related issues such as child custody or divorce.

For more information see http://www.cleo.on.ca/sites/default/files/book_pdfs/handbook.pdf

Talking to Men Who Are Abusive

Many agencies that serve government-assisted refugees have polices that may limit RAP workers from addressing men who are engaging in abusive behaviour. It is important to know the policies of your agency and to respect any limitations that they have put in place.

In the movement to stop violence against women, there is increasing awareness that talking to abusive men is an important part of preventing intimate partner violence. At the same time, it's important to remember that these are very sensitive conversations and anyone who engages in them must be very careful. Otherwise, we risk escalating the abuse and causing more harm. Sympathizing with an abusive man can reinforce his belief that he is right and that can escalate his abuse. It is very

important to never share information that was obtained from his partner. Only direct observations about his behaviour should be brought up in a conversation. Here are some important tips for anyone that would like to talk to a man about his abusive behaviour:

- Select the right time and place to have a full discussion. Make sure you have privacy and enough time for the conversation. For greater safety, have a conversation when the survivor and children are not physically present.
- Approach him when he is calm. Do not try to talk to him when he is angry or upset. If you suspect that the perpetrator has a mental health issue or a history of violence in the community (assaults, road rage, workplace aggression) it is strongly recommended that you do not engage in a direct conversation about the partner abuse. The focus should be on encouraging him on where to get help.
- Do not argue with him about his abusive actions. Recognize that confrontational, argumentative approaches may make the situation worse and put her at higher risk.
- Be direct and clear about what you have seen. Only talk about what you have seen.
- Have a prepared response in the event that the perpetrator starts to feel betrayed/ paranoid/ or there is a conspiracy against him, as this may be a signal that the woman is at increased risk.
- Do not pass on any information that his spouse may have shared with you.
- Tell him that that you are concerned for him and his family.
- Inform him that Canada has laws about abuse and violence in the family.
- Explain that his behaviour is his responsibility.
- Avoid making judgmental comments about him as a person. Don't validate his attempt to blame others for his behaviour.
- Let him know that there are services available but don't try to force him to change or to seek help.
- Call the police if the woman's safety is in jeopardy or if the perpetrator threatens suicide or threatens to harm survivor, children or anyone else, including the worker.
- Ensure that RAP workers have a safety plan in place for themselves when meeting the perpetrator, (e.g. if in a room place oneself close to the exit, have access to a charged cell phone, and make sure the supervisor is aware of the nature of the discussion and the location).

If He Denies the Abuse

Men who are abusive will often minimize the impact of their behaviour and deny that they have done anything wrong. They may state that it isn't that bad or blame the victim for their actions. This type of behaviour deflects his own responsibility for his actions. If this happens, keep your conversation focused on your concerns for his family's safety and well-being and reiterate that abuse is never an answer. Do not become aggressive or confrontational with him.

Keep the lines of communication open and look for opportunities to help him find support. Always keep yourself safe. Don't get in the middle of an assault. Call the police in an emergency.

Help with Addressing Men Who Abusive

The Muslim Resource Centre for Social Support and Integration (MRCSSI) offers case consulting services to mainstream service providers including settlement services, social services, victim services and Children's Aid Societies and women's shelters in many regions. MRCSSI has developed culturally informed early identification and early intervention tools and strategies that help service providers to respond to the needs of women and children at risk of violence within their families.

The MRCSSI has expertise in forming trusting relationships with family members, including men from collectivist cultural communities in the early stages of family conflicts that could put women and children at risk of violence. They engage in a collaborative process of seeking culturally responsive

solutions to violence. The screening tool called Four Aspects Screening Tool (FAST) and the early intervention model of Coordinated Organizational Team Response (CORT) has proved effective at responding to intimate partner violence and creating greater safety in families. See the Resources Appendix for contact information.

Partner Assault Response Programs

Partner Assault Response (PAR) programs, a component of Ontario's Domestic Violence Court program, are specialized counselling and educational services offered by community-based agencies to people who have assaulted their partners. If a government-assisted refugee man is charged with domestic assault, and he is a first time offender he may be offered the option of pleading guilty and attending a PAR program. PAR programs aim to enhance victim safety and hold offenders accountable for their behaviour. The 12 week long program gives offenders the opportunity to examine their beliefs and attitudes towards intimate partner abuse, and to learn non-abusive ways of resolving conflict. While an offender is in the PAR program, staff will offer the woman help with safety planning, referrals to community resources, and information about the offender's progress. If the man who was charged successfully completes the PAR program and complies with all of his conditions, he may return to court and receive a suspended sentence or a conditional discharge.

Some, but not all PAR programs accept voluntary clients. It may be useful for RAP workers to be able to explain how PAR programs work, both when offenders are court mandated to attend and when men are willing to attend voluntarily. RAP workers can find out more details about the PAR program, including whether or not it accepts voluntary participants by contacting their local PAR service provider or calling the Victim Support Line toll-free at 1-888-579-2888.

Source: Neighbour, Friends & Families: www.neighboursfriendsandfamilies.ca

Programs for Fathers Who Have Been Abusive

There a several programs available for men who have abused or neglected their children or who have exposed their children to abuse of their mother. Programs include Mindful Fathering®, Being a Dad and Caring Dads.

For more information, see the Resources Appendix. These programs may not be available in every region but the Assaulted Women's Helpline or the Children's Aid Society, if they are involved would know if there is something comparable.

Promoting Collaboration and Community Resources

Why should we collaborate?

- To meet legal and ethical responsibilities.
- To prevent lethal violence and increase safety of women, children and men.
- To foster supportive relationships between service providers.
- To provide better quality service to survivors and families that experience intimate partner violence.

Collaboration is the key to successful prevention and intervention when addressing intimate partner violence. RAP workers are the first point of contact for government-assisted refugees. If intimate partner violence is occurring in a family, RAP workers may be the only service providers that have already developed a relationship with the woman and other family members. The RAP worker can act as the coordinating organization to facilitate the involvement of other service providers when warning signs are recognized, when abuse is disclosed or when a violent incident takes place. Different services may be needed to meet the needs of all family members and could include, children and youth services, shelter and counselling services for the woman, health services, legal services, and services for the offender.

When working with families from collectivist backgrounds, it is important to remember that the extended family, including those living in the country of origin or in Canada are often closely involved

in the situation and will influence a woman's response to the abusive situation. Involving or consulting with family members who can support actions to increase family safety may be helpful.

Religious/cultural organizations, community leaders, elders, imams, and community members can provide knowledge and understanding of cultural context that is often missing in mainstream organizations. RAP workers can help to engage them in order to provide a culturally competent response

Developing Organizational Priorities, Policies, and Evaluation Processes

RAP Centres need to ensure a prompt, efficient and coordinated process when they become aware that intimate partner violence is occurring in a refugee family. The aims of ending the violence immediately, protecting a woman from further violence, and ensuring adequate legal and psycho-social intervention must be balanced with the right of the woman to make choices about how to address her situation and to remain in control of her own life to the extent possible.

It is important that RAP workers know how to proceed when intimate partner violence is suspected, disclosed and/or witnessed. This will have an important impact on the resettlement experience of the survivor, her children if she is a mother, her spouse, her extended family and ultimately the community that she settles in.

RAP Centres need to define duties and responsibilities so that they can provide uniform responses across the agencies. Guidelines will strengthen the capacity of RAP workers to assist refugees who experience intimate partner violence and assist RAP agencies in developing a consistent approach to responding to intimate partner violence in the families they serve.

RAP workers need to learn how to identify intimate partner violence in refugee families and understand the additional complexities and challenges that make it especially difficult to address. When all RAP workers recognize the need to address and respond to intimate partner violence and can refer to shared practice, it is more likely that women and their families will receive appropriate support.

Guidelines should:

- Provide a clear idea of the common goals in the process of responding to intimate partner violence in refugee families.
- Provide an understanding of the roles of RAP workers and the roles of service providers from other sectors, as well as of their professional duties in relation to their role in responding to intimate partner violence.
- Provide knowledge and confidence to act in accordance with legal responsibilities in order to promote victim safety and accountability of the person using abusive behaviour.

Summary

The aim of this resource guide is to highlight the importance of addressing intimate partner violence in refugee families. The guide is a complementary tool for the online training. It uses trauma-informed, culturally-competent and intersectionality frameworks to explore intimate partner violence in the context of pre and post-migration trauma. Intimate partner violence is impacted by and compounds multiple societal oppressions and migration hardships.

The guide provides an understanding of warning signs, risk factors, safe and effective intervention strategies that can RAP workers can employ when intimate partner violence is suspected, disclosed, or witnessed.

Both the resource guide and online training will equip frontline RAP workers with the knowledge, skills and attitudes they need in order to respond to violence against women effectively guided by solid and most recent anti-violence theories and practices.

The guide contributes to the work of ensuring that all RAP Centres (both permanent and temporary centres) have common, standardized protocols in place when intimate partner violence is suspected, witnessed and/or disclosed. This will have an important impact on the resettlement process. Resettlement agencies have an important role to play in helping to end intimate partner violence against refugee women, improve resettlement experiences, promote healthy relationships and ultimately build safer and healthier societies for future generations.

Quick Reference/Appendix 1

Frequently Asked Questions

1. **What should I do if I realize that children are being harmed or exposed to intimate partner violence?**

   You have a legal duty to contact the local Children's Aid Society. Explain the effects of children's exposure to abuse to the survivor. Let her know that CAS is meant to ensure the safety of the children. Also explain that only in extreme cases are children are taken away to protect them from the harmful effect of intimate partner violence. In most cases, children are not removed. Always try to have the woman make the report to CAS herself and provide her with the support she needs to do that.

2. **What if the woman tells me that she does not want to get help to address the issue because she is fearful that the Children's Aid Society will intervene and she might risk losing her children?**

   Explain that you have a legal duty to report when children are exposed to intimate partner violence because in Ontario it is considered a potential form of psychological abuse. Refer to points in Q.1.

3. **What if she says that her children are better with both parents so she will endure the abuse?**

   Respect her perspective, but let her know of the consequences of children's exposure to intimate partner violence and can be more harmful than the divorce itself. If she is not ready to leave, explain that you have a legal duty to report that the children are being exposed to intimate partner violence to the Children's Aid Society. Refer to points in Q.1.

4. **How do I respond to woman who says, "He didn't mean to hurt me and it happened because I shouldn't have questioned his response or behaviour?**

   After building rapport, gently challenge the woman and let her know that there is no justification or excuse for abusive behaviour.

5. **What do I say to a man who tells me that this is the way his country deals with spouses?**

   Don't validate his attempt to blame his country, culture or religion for his behaviour. Connect him to the community leaders that condemn violence. Keep your conversation focused on your concerns for his family's safety and well-being and reiterate that abuse is never an answer.

6. **Who do I consult with when I am not sure how to respond to a situation of violence against a woman?**

   http://www.awhl.org/

7. **What if I want to learn more about the legal issues on family violence?**

   Visit the website of Community Legal Information Ontario at http://www.cleo.on.ca/

8. **What if woman wants to stay in an abusive relationship despite harm?**

   Make sure she is safe, provide her with information about safety planning and connect her to a local shelter to develop a safety plan unique for her. Always respect her right to make her own decisions (with the exceptions of reporting obligations).

9. **What if I see a case which displays extreme high risks and I become concerned about intimate partner violence cases that may result in physical harm or lethal violence?**

   Consult with the Assaulted Women's Hotline or your local shelter. Contact the domestic violence coordinator at your local police service to ask how to connect with the domestic violence high risk committee. Domestic violence high risk committee can conduct a comprehensive violence risk assessment and implement risk management strategies for abusers and safety planning for victims and children in a case that is deemed a high risk.

10. **What if woman expresses concerns about her migration status if she pursues formal complains?**

    Let her know that her partner does not have the right to have her deported as she is a Government-Assisted Refugee. Only federal immigration authorities can decide to deport someone. Help her to connect with Legal Aid Ontario. The toll-free number is 1-800-668-8258 and they are open between 8 a.m. and 5 p.m. or help her to contact Pro Bono Law Ontario at 393 University Ave., Suite 110, Toronto, ON M4P 2Y3, 1-855-255-7256.

Appendix 2

Community Resources

Assaulted Women's Helpline

The Helpline is available across the province to women who are experiencing violence. Learn about services in your community. All calls are anonymous. Support is available in 154 languages.

GTA 416.863.0511

GTA TTY 416.364.8762

TOLL-FREE 1.866.863.0511

TOLL-FREE TTY 1.866.863.7868

#SAFE (#7233) On your Bell, Rogers, Fido or Telus mobile phone

ShelterSafe.ca

An online resource to help women and their children seeking safety from violence and abuse. The clickable map will serve as a fast resource to connect women with the nearest shelter that can offer safety, hope and support.

http://www.sheltersafe.ca/

Ontario Association of Interval and Transition Houses (OAITH)

The Ontario Association of Interval & Transition Houses is a coalition of first stage emergency shelters, 2nd stage housing organizations and community-based women organizations who work towards ending violence against all women. Contact OAITH for information about women's shelters in your community.

http://www.oaith.ca/

Ontario Coalition of Sexual Assault Centres (OCRCC)

The OCRCC works toward the prevention and eradication of sexual assault. The Coalition recognizes that violence against women is one of the strongest indicators of prevailing societal attitudes towards women. The OCRCC membership includes sexual assault centres from across Ontario, offering counselling, information and support services to survivors of sexual violence, including childhood sexual abuse and incest.

http://www.sexualassaultsupport.ca/

The Ontario Network of Sexual Assault and Domestic Violence Care and Treatment Centres

Sexual Assault/Domestic Violence Treatment Centres are hospital-based centres that provide 24/7 emergency care to women, children and men who have been sexually assaulted or who are victims or survivors of domestic violence (intimate partner) abuse. Services include: emergency medical and nursing care, crisis intervention, collection of forensic evidence, medical follow-up and counselling and referral to community resources.

http://www.satcontario.com/en/locate_centre.php

211 Ontario

211's telephone helpline (2-1-1) and website provide a gateway to community, social, non-clinical health and related government services. 211 helps to navigate the complex network of human services quickly and easily. 211 is available by phone, 24/7, in more than 150 languages to help newcomers learn about the services available, and understand how to access them.

www.211ontario.ca

Community Legal Education Ontario / Education juridique communautaire Ontario (CLEO)

CLEO has developed clear, accurate, and practical legal rights education and information to help people understand and exercise their legal rights. They provide information to people who face barriers to accessing the justice system, including income, disability, literacy, and language. As a community legal clinic and part of Ontario's legal aid system, CLEO works in partnership with other legal clinics and community organizations across the province.

http://www.cleo.on.ca/en

Family Law Education for Women (FLEW)

FLEW provides plain language legal information on women's rights under Ontario family law. Information is available in 13 languages, including English.

http://www.onefamilylaw.ca/

The Muslim Resource Centre for Social Support & Integration (MRCSSI)

The MRCSSI is a not-for-profit, charitable organization focused on establishing social support networks for eh divers communities in London, Ontario and surrounding areas. They value strength in culture and work in collaboration with partners to promote culturally integrative family safety services.

Mindful Fathering®

A group for fathers who have been abusive to their current or ex-partners and have children exposed to the violence. This is a child centered violence prevention program that explores the effects of anger on relationships.It is held at various locations.

http://www.yorktownfamilyservices.com/child-and-family-centre/specialized-groups/

Being a Dad

The Being a Dad Program is a treatment/prevention program offered by Catholic Family Services of Toronto in conjunction with the Catholic Children's Aid Society (CCAS). It is offered to fathers who have been abusive to their partners and have active cases with the children's aid societies.

http://www.cfstoronto.com/Client/CFS/CFS_LP4W_LND_Webstation.nsf/resources/Being+A+Dad+Brochure/$file/Being_A_Dad_Flyer.pdf

Caring Dads

Caring Dads is devoted to ensuring the safety and well-being of children by working with fathers who have abused and neglected their children or exposed them to abuse of their mothers. They offer intervention to fathers, train communities in engaging, assessing and intervening with high-risk men and conduct research on how we can continue to improve our practice

http://www.caringdads.org/index.htm

Appendix 3

Safety Planning Resources

Steps to Justice: Your Guide to Law in Canada

A product of CLEO

http://www.cleo.on.ca/sites/default/files/book_pdfs/plan.pdf

Creating a Safety Plan (English)

Developed by Peel Committee against Women Abuse

http://www.pcawa.net/uploads/1/4/7/1/14711308/pcawa_safety_handbook_2010_10_28_-_eng.pdf

Creating a Safety Plan (Arabic)

http://yourlegalrights.on.ca/sites/all/files/arabic20safety20plan-revised2020051.pdf

SALCO Forced Marriages/Non-Consensual Marriages Toolkit

http://salc.on.ca/Documents/FM/Forced%20Marriage%20-%20Toolkit2016.pdf

SALCO Case Management and Contingency Matrix (safety planning document included on page 6)

http://salc.on.ca/wp-content/uploads/2016/06/Forced-Marriage-Case-Management.pdf

Appendix 4

Hand-outs, tools, checklists for quick reference and immediate response

List of Warning Signs

Warning signs for him	*Warning signs for her*
He puts her down	She may be apologetic and makes excuses for his behaviour or becomes aggressive and angry
He does all the talking and dominates the conversation	She is nervous about talking when he's there
He tries to suggest he is the victim and acts depressed	She seems to be sick more often and misses work
He tries to keep her away from you	She tries to cover her bruises
He acts as if he owns her	She makes excuses at the last minute about why she can't meet you or she tries to avoid you on the street
He lies to make himself look good or exaggerates his good qualities	She seems sad, lonely, withdrawn and is afraid
He acts like he is superior and of more value	She uses more drugs to cope

List of High Risk Signs

- Has she just separated or is she planning to leave?
- Does he have access to her and her children?
- Is he unemployed or does he have trouble keeping a job?
- Is he is a war survivor?
- Does he have PTSD or depression?
- Does he have access to weapons?
- Does he take drugs or drink every day?
- Does he have a history of abuse with her or others?
- Does he have no respect for the law?
- Has he threatened to harm or kill her if she leaves him? Has he said something like; "If I can't have you, no one will."?
- Does he have family allies to control his partner and abuse her?
- Has she been exposed to severe war and torture?
- Does he believe his partner or other family members are ruining his or the family's honour?
- Is he experiencing extreme acculturation distress?
- Has he threatened to harm her children, her pets or her property?
- Does she fear for her life and for her children's safety or is she unable to see her risk?
- Has he threatened to kill himself?
- Is she is in a custody battle, or does she have children from a previous relationship?
- Has he hit her or choked her?
- Is she involved in another relationship?
- Is he going through major life changes (e.g. job, migration, separation, depression)?

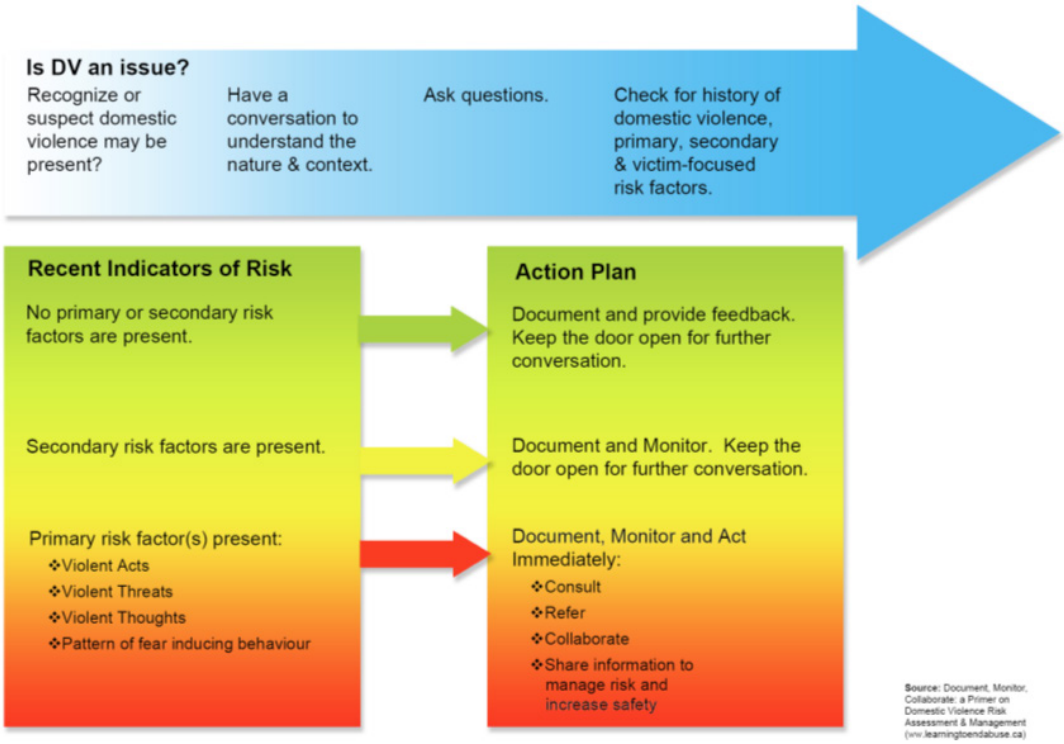
Primary, Secondary, Victim Focused Risk Factors

Primary Risk Factors (escalating or recent)	Secondary Risk Factors	Victim Focused Risk Factors
• History of intimate partner violence • Physical violence including hitting, punching, slapping, choking • Sexual violence including forced sexual acts and/or assaults during sex • Threats to kill victim • Threats or assault with a weapon • Threats or attempts to commit suicide by perpetrator • Threat to destroy her reputation or accuse her for adultery • Threats to harm children • Hostage-taking and/or forcible confinement • Destruction or deprivation of victim's property • Violence against family pets • Assault on victim while pregnant • Violence outside of the family by perpetrator • Stalking	• Actual or pending separation • Perpetrator was abused and/or witnessed intimate partner violence as a child • Perpetrator witness extreme war trauma • Perpetrator fails to comply with authority • Child custody or access disputes • Perpetrator is unemployed or underemployed • Excessive alcohol and/or drug use by perpetrator • Perpetrator depressed in the opinion of family/friend or professionally diagnosed • Perpetrator experiences other mental health or psychiatric problems • New partner in victim's life • Access to or possession of any firearms • Sexual jealousy (perpetrator) • Sexist attitudes (perpetrator) • Significant life changes • Suicidal behaviour in family of origin • Controls most or all of victim's daily activities • Attempts to isolate victim	• Extreme fear of perpetrator • Inconsistent attitude or behaviour (i.e. ambivalence) • Inadequate support or resources • Unsafe living situation • Health problems • Mental health issues • Addictions (alcohol/drug abuse) • Disability • Language and/or cultural barriers (e.g., new immigrant or isolated cultural community) • Economic dependence • Living in rural or remote locations • Fear or distrust of legal authorities • Lack of awareness or distrust of mainstream services • Insecure citizenship status • Pressure from family/community to endure abuse

See it, Name it, Check it Conversation

SEE IT	NAME IT	CHECK IT
• Notice a gut feeling that something is not right • Find the willingness to look squarely at the situation • What are the warning signs? Are there risk factors involved?	• Put a name to that feeling, rather than ignoring or denying the possibility that it may be abuse • Check the warning signs • Start with naming it to yourself "it looks like abuse" • Talk to a trusted co-worker if you want to check your feelings • Don't gossip! • Name it to the woman "I'm concerned about you. You have bruises on your arm."	• Check the situation; is it dangerous? If so, call 911 • Check yourself; don't judge, don't jump to conclusions, don't try to fix it – ask questions • Check with the internal resources in your workplace – Manager or your supervisor • Check with community experts, your local women's shelter, or the Intimate Partner Violence Coordinator of your local police service • One of the best resources is the Assaulted Women's' helpline because it is 24/7 and Ontario wide. 1.866.863.0511

Framwork for Risk Assessment and Safety Planning



Safety Planning Tips

Safety Planning While Living with the Abuser

- Explain to the woman that it is important that she tell someone she trusts about the abuse.
- Let her know that if she tells you about abuse and if it has happened in the reception centre, you are obligated to call the police, and CAS, if there are children involved. In these cases fill out an incident report.
- Tell her to Call 911 if she is in immediate danger.
- Ask her to think about her partner's past abuse and his level of force as this will help her predict what type of danger she and her children are facing and when they might have to leave.
- Ask her to explain to her children that abuse is never right, even when someone they love is being abusive. Also have her tell them the abuse isn't their fault or her fault; they did not cause it, and neither did she.
- Ask her to explain to them that it is important to keep safe when there is abuse. It is important for her to tell the children not to get between her and her partner if there is violence. Help her plan a code word to signal to the children that the children should get help or leave.
- Ask her to plan where to go in an emergency and to teach her children how to get help.
- Explain to her that she should not run to the place where the children are, as her partner may hurt them as well.
- Ask her to create a plan to get out of her place safely and practice it with her children.
- Suggest that she ask her neighbours or staff in her hotel to call the police if they hear sounds of abuse and ask them to look after her children in an emergency.

- Suggest to her that when an argument is developing that she move to a space where she can get outside easily and not go to a room where there is access to potential weapons (e.g. kitchen, workshop, bath room).
- Explain to her that if she is being hurt, to protect her face with her arms around each side of her head, with her fingers locked together. Suggest that she not wear scarves or long jewelry.
- If she has a vehicle, suggest that she park her car by backing it into the driveway and keeping it fuelled.
- Suggest she hide her keys, cell phone and some money near her escape route.
- Help her compile a list of phone numbers that she might need to call for help. Remind her to call the police (911) if it is an emergency.
- Explain that a local shelter or police might be able to equip her with a panic button/ cell phone.
- Advise her to keep a journal of all violent incidents, noting injuries, dates, events, threats and any witnesses.
- Ask her to make sure all weapons and ammunition are hidden or removed from her place if possible.

Safety Planning while Getting Ready to Leave the Abuser

Explain that when she is deciding to leave the abuser for a short or long term period, the following are some suggestions to help her in her planning:

- Tell her that you may be able to assist her with a change of a building for a temporary separation from the abuser.
- Suggest she contact the police or a local women's shelter with the assistance of a RAP worker. Ask her to let the staff know that she intends to leave an abusive situation and that she ask for support in developing a safety plan. Explain to her if she contacts the police, she should ask for an officer who specializes in woman abuse cases. Inform her that any information she shares with the police may result in charges being laid against her abuser.
- Advise her to request assistance from a RAP worker to go to a doctor or an emergency room if she is injured and needs medical assistance. Ask her to have them document her visit and injuries.
- Advise her to gather important documents: identification, bank cards, financial papers related to family assets, keys, medication, pictures of the abuser and her children, passports, health cards, personal address/ telephone book, cell phone, and legal documents (e.g. immigration papers, restraining orders/peace bonds).
- • Suggest that she ask a friend or neighbour to keep these things for her if she can't keep them stored in her home for fear her partner will find them.
- • Suggest she put together pictures, jewelry and objects of sentimental value, as well as toys and comforts for her children.
- • Ask her to remember to clear her phone of the last number she called to avoid her abuser utilizing redial.
- • Advise her to ask a RAP worker to put her in touch with a transition outreach worker from a shelter to find out if she is eligible for a free 2-hour consultation session with a family or immigration lawyer to help with abuse related issues such as child custody or divorce.

Safety Planning while Leaving the Abuser

Here are some suggestions for her personal safety when she leaves:

- Advise her if she is leaving her partner to ask a RAP worker to help her. Tell her she can request a police escort to help her leave safely if she wishes.
- Suggest that a women's shelter may be a safer temporary spot than going to a place her partner knows. Also tell her she can ask a RAP worker to help her contact the shelter.
- Suggest strongly that she should not tell her partner she is leaving.
- Advise her it is important she leaves quickly.

Safety Planning After Leaving the Abuser

Here are some actions you may advise a women to take after she or her partner have left the relationship:

- Advise her to ask a RAP worker to help her contact an organization that can provide interpretation services for her for any appointments she has with police or service providers regarding the abuse.
- Advise her to ask a RAP worker how to apply for a restraining order or peace bond that may help keep her partner away from her and her children. Advise her if she obtains one, she needs to keep it with her at all times.
- Advise her that if she goes to police that she should provide a copy of any legal orders that she has in her possession.
- Suggest that she ask a RAP worker to help her to consult a family lawyer or legal aid clinic about actions to ensure that she will have custody of her children. Advise her to let her lawyer know if there are any Criminal Court proceedings.

Appendix 5

Glossary of Terms

Restraining order: a court order that limits what a person can do in any way the family court thinks is appropriate to your situation. The order might limit where a person can go, or who they can contact or communicate with.

Exclusive possession: a court order that says only one partner can stay in, or return to, the home and the other partner is not allowed on the property. If there are children, usually the order also says that the children are allowed on the property. The order is usually temporary. The court doesn't decide who owns the home or who rented it when deciding which partner can stay in it. You might also want to involve the police. If this happens, you might become involved with the criminal court system

Probation: If an offender is given a sentence with a term of probation, conditions are imposed. The conditions can require that he does not contact the survivor directly, or through someone else

Peace bond: A peace bond is a type of court order that is a signed promise to keep the peace and be of good behaviour

Violence against Women: any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life

Domestic Violence: is used in many countries to refer to partner violence but the term can also encompass child or elder abuse, or abuse by any member of a household.

Intimate Partner Violence: one of the most common forms of violence against women and includes physical, sexual, and emotional abuse and controlling behaviours by an intimate partner.

Woman abuse: Woman abuse involves the intent by a woman's intimate partner (dating, common-law, legally married or estranged) to intimidate her, either by threat or by use of physical force on her person or property

Family violence: Family violence is considered to be any form of abuse, mistreatment or neglect that a child or adult experiences from a family member, or from someone with whom they have an intimate relationships

Intimate terrorism: Violence deployed in the service of general control over one's partner

Situational couple violence: An argument that escalates into a violent act, but not controlling

Post-Traumatic Stress Disorder: is a mental health condition that's triggered by a terrifying event — either experiencing it or witnessing it. Symptoms may include flashbacks, nightmares and severe anxiety, as well as uncontrollable thoughts about the event

Culture: Culture is defined as the attitudes, habits, norms, beliefs, behaviours, customs, rituals, styles and artifacts that express a group's adaptation to its environment; that is, ways that are shared by group members and passed on overtime.

Acculturation: Acculturation refers to a process of adaptation and change whereby a person or an ethnic, social, religious, language, or national group integrates with or adapts to the cultural values and patterns of the majority group

Culturally Integrative Family Safety Response: A strength-based approach to responding to family violence within collectivist immigrant families.

Intersectionality: the interconnected nature of social categorizations such as race, class, and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage.

Cultural-competency: refers to a helping role and process that uses approaches and defines goals consistent with the life experiences and cultural values of clients

SNCit: See it, name it, and check it conversation

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