

# **BUILDING SUPPORTS**

Promising Practices for Supporting  
Immigrant & Refugee Women Leaving Violence

# ACKNOWLEDGEMENTS

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# ONE WOMAN'S STORY

## The Importance of Culturally Safe & Equitable Services

“ I was referred to the Transition House by my settlement worker. She took me there first to check it out, before my daughter and I moved in. I was going through a lot at that time—massive cultural shock, an abusive husband, no food, no money, no job, in a new country with expectations far exceeding reality.

We moved into the Transition House. Again, there were cultural differences; I am a visible minority, coming from a culture where women don't smoke, people don't take drugs, and we do not live with pets in the house, to name a few. I felt so unsafe instead. The woman came in next door; she cursed and screamed all night. We couldn't sleep that night and when the police came in the morning, there was blood everywhere in her room, and she was taken away by the police. My daughter and I were so scared. We moved back in with my ex-husband, thinking that some bad situations are still better than others.

Two weeks later, I was going through the same abuse with my ex. I called the Transition House and moved back in, hoping that this time, things would be different. I was happy that we could eat, and get bus passes to at least get out and see places. I was treated equally to the Canadian born women who were also in the house; this was a good thing, but again, unfair from another perspective because my situation was different: I needed more help. I have no family in Canada, no reliable means of transportation, no job, and not a dime on me. In the morning when the other residents went to work and the kids went to school, I was the only one roaming around the house. It wasn't any different than being at my ex's place, except that here at the Transition House, there wasn't any abuse and we had food on the table.

I was told by the staff that I had just two weeks to decide whether to go on welfare, look for a place and move on, OR: "If I were you, I would go back to my country." If I did, then what? After all that I sacrificed to come to Canada? Where do I start, when I go back home? What do I tell my family and friends? "It just didn't work out"? Who will pay for my flight back? They made it sound so simple, but it wasn't. I felt like the whole world came crashing down. Pangs of regret and questions arose within me:

- Was it a big mistake to come to Canada?
- Was this what I gave up everything in my country for?
- How come no one can understand me?
- Am I the problem?
- Is everyone just like my ex, unaware of my needs?

My biggest fear was that I would make a wrong decision that would haunt me forever; I felt like I had made one already. I moved back in again with the devil I knew, rather than be alone out there in the wilderness with angels I do not know. I talked to family back home; they sent me money for food, bought me a car, then I got a job, and my life became so much easier. Now I feel at home in Canada.

Don't get me wrong; I am not saying the staff were bad, or that they were not doing their job. There just wasn't EVEN ONE person there who put herself in my shoes. I don't blame them for not knowing how I felt; some of them might never have left Canada, and they can't tell what life is like away from home. Having immigrant women on the staff in Transition Houses will be an incredible move, so that situations like mine can at least be dealt with, and understood, by people who have had similar experiences.

”

# 1. PRACTICE GUIDE OVERVIEW

The Building Supports Promising Practices Guide is one outcome of a three-year, province-wide, collaborative, community-based project, co-led by the BC Non-Profit Housing Association<sup>1</sup>, BC Society of Transition Houses, and Simon Fraser University's FREDA Centre for Research on Violence Against Women and Children. The Building Supports project seeks to understand the barriers to accessing short- and long-term housing for immigrant and refugee women leaving violent relationships, and to identify practices and policies that can facilitate the removal of barriers to safe, secure and affordable housing.

The foundation for this practice guide is Phase One of the three-year project, which, through mixed-methods data collection, aimed to understand the experiences of immigrant and refugee women attempting to secure safe, affordable, and culturally appropriate housing after leaving violence.<sup>2</sup> This Promising Practices Guide integrates practice-based knowledge and academic literature, with the wisdom and experiences shared by immigrant and refugee women, and service providers working on the front line. During Phase One of the Building Supports project, immigrant and refugee women participated in focus groups and individual interviews, and housing providers and multi-service agency staff shared their knowledge through an online survey and interviews. This research revealed the need and desire for training in supporting immigrant and refugee women experiencing violence, as well as for a practical, easy to use practice guide for Transition House staff. The goal of this practice guide is to advance the integration of culturally safe practices in Transition Houses. A sister process is being undertaken by BC Non-Profit Housing Association (BCNPHA), one of the other Building Supports project partners, to assist housing managers in supporting immigrant and refugee women leaving violence.

*You will see internet addresses for websites throughout this publication. In the future, if the address no longer exists or has been moved, you could search the organization on any search engine like Google or Yahoo to find the updated link.*

## WHO IS THIS GUIDE FOR?

This practice guide is intended for Transition House front-line workers, management, and board members. It has been designed to provide simple and practical information in an easily accessible format. The Promising Practices section outlines emerging and best practices that arose out of the Phase One research, and from a review of the existing literature. The Practice Tips provide practical suggestions for specific interactions. This guide can be used as a quick reference when staff need guidance immediately, or as a reference guide in supporting support staff and organizations moving towards culturally<sup>3</sup> safe services and supports for immigrant and refugee women leaving violence.

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1 More information about each of the project partners can be found at: BC Non-Profit Housing Association: [bcnpha.ca](http://bcnpha.ca), BC Society of Transition Houses: [bcsth.ca](http://bcsth.ca), Simon Fraser University's FREDA Centre for Research on Violence Against Women and Children: [fredacentre.com](http://fredacentre.com)

2 A summary of the findings from Phase One can be found at: [www.bcsth.ca/sites/default/files/BuldingSupportPhase1FinalReport.pdf](http://www.bcsth.ca/sites/default/files/BuldingSupportPhase1FinalReport.pdf)

3 Throughout this document culture refers to the thoughts, customs, traditions, beliefs and values that define individuals.

## 2. UNDERSTANDING CULTURAL SAFETY

Culturally responsive approaches exist on a continuum, from cultural awareness to cultural safety.



Figure 1: Continuum of Culturally Responsive Approaches

The above model illustrates this continuum, showing how one can move from a simple awareness of difference among cultures, to a curiosity, understanding, and reflection of one's own cultural assumptions and biases—that influences our perceptions of, and interactions with, others.

### WHAT IS CULTURAL SAFETY?

The concept and terminology of cultural safety was developed in the 1980's by the Maori people in New Zealand, in response to dissatisfaction with the nursing care they had received. "Cultural safety is defined as an environment which is safe for people; where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning together with dignity, and truly listening." (Johnstone and Kanitsaki, 2007)

Cultural competence is a set of skills that practitioners can master, to function effectively within the context of the cultural beliefs, behaviours, and needs presented by different individuals and their communities. Instead of a "checklist" approach based on a set of cultural skills, cultural safety requires the provider to be intuitive, curious, and responsive to each individual, and to critically examine the power relations in every interaction.

## Key aspects of cultural safety:

- Understanding that we are all carriers of culture, and the influence of that on our work.
- Applying analysis of power structures, and challenging unequal power relations.
- Determining success by a woman's perception of whether the interaction is culturally safe.
- Not categorizing or labeling individuals.
- Practicing to ensure that actions do not "diminish, demean or disempower the cultural identity and well being of an individual." (Nursing Council of New Zealand, 2002)

Although the concept of cultural safety originated in the health sector, it can be easily translated into Transition House environments. With an ever-growing immigrant and refugee population, it is essential that Transition House practices and policies are culturally safe and appropriate for all women experiencing violence. By presenting Promising Practices, this guide helps Transition Houses continue their work in providing culturally safe and relevant support to all women accessing their services.

## BROADENING THE LENS AND SCOPE OF PRACTICE

Many mainstream organizational approaches do not reflect the experiences or needs of immigrant and refugee women. As the diversity of women accessing Transition Houses grows, so too should the responses of staff and organizations, in order to safely and effectively meet women's needs. The anti-violence and Transition House sector employs the approach of meeting women where they are at. As individuals, all women have different needs, as well as varying levels of understanding of their situation, rights, and expectations of service and support.

## EQUALITY VS. EQUITY

It is important to accept that not all women entering a Transition House are starting from the same place. If equality means providing the same services and support to every woman, equity means understanding and providing the particular services and supports each woman needs to achieve individual safety and wellbeing.

### Consider the experiences and needs of:

The woman who is proficient in the English language; has financial stability; is a Canadian citizen; has local support from friends and family; understands the systems (e.g. legal system, housing, Ministry of Children and Family Development), and how to navigate them.

### Alternately, consider the experiences and needs of:

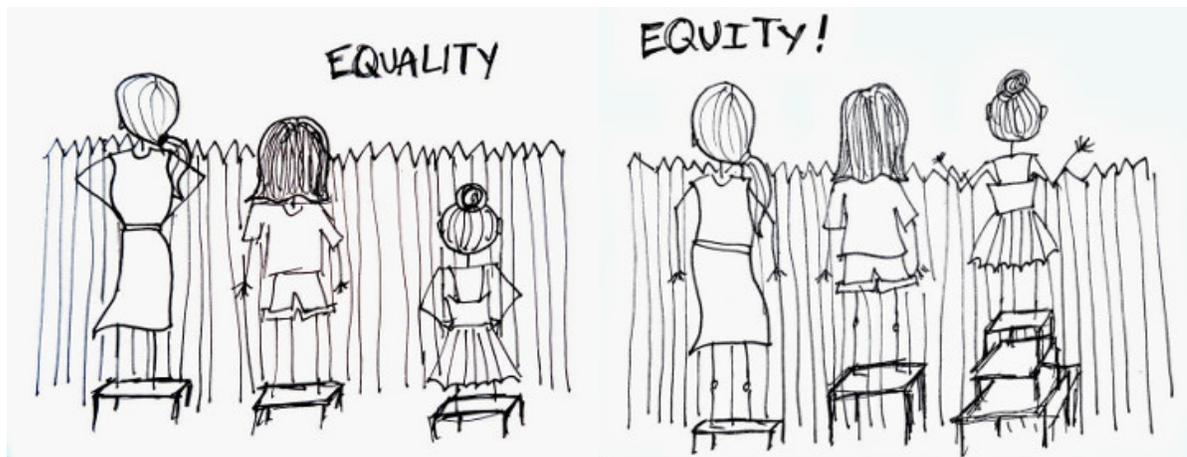
The woman who has limited proficiency in the English language; has no access to finances and no established credit rating; is sponsored by her abusive husband and has conditional Permanent Resident status; is concerned that she and her children will be ostracized from her family and cultural community if she reaches

out for support; is not only concerned about hers and her children's safety, but also that of her family abroad; has no understanding of the services and supports available to her, or how to access them. These two women are not at the same starting block. Their distinctly different social, political, and economic realities mean that they each have very different needs, which require different levels of support. Cultural safety requires an equity approach: providing additional supports and services to some women, to help them reach the same level of safety and support. By taking an equity approach, equality is the outcome.

## CHALLENGING MAINSTREAM APPROACHES

The Asian Pacific Institute on Domestic Violence (2010) points out that many anti-violence service models have been developed with the following characteristics:

- The definition of violence is limited to interpersonal violence and does not include the systemic violence that compounds many women's experiences.
- The goal of intervention is to end the abuse, and this is through the survivor leaving the relationship. However, many immigrant and refugee women may not want to leave and/or may have considerable fears about repercussions if they do.
- The major intervention for a woman is to escape the abusive situation, through transition and shelter-related services.
- The major intervention for an abuser is the criminal legal system, e.g. police, restraining order, arrest. However, many immigrant and refugee women are fearful and/or suspicious of police intervention, and may be weary of connecting with mainstream services and chance police involvement.
- Interventions have been individual in focus, often ignoring or minimizing the myriad, compounding individual and systemic experiences of abuse that women face—which require both individual and systemic solutions.
- Professional boundaries and identities between the worker and survivor are deeply entrenched.



- Interventions are standardized to fit a homogenous survivor profile. This disregards race, ethnicity, class, sexual orientation, and immigration status, and does not account for the experiences of women living with disabilities, mental health issues, or substance use issues.

Our practice should broaden to adapt to our growing understanding of the breadth of women's experiences of violence, to include personal and systemic (e.g. racism, heterosexism, ageism) experiences of violence; women without status, or with precarious or conditional status where leaving the abuser may not be an option; women who do not want to involve the criminal legal system; women with fears about leaving their extended family and cultural community; and situations where the spectrum of women who access our services, are as diverse and unique as their individual experiences of violence.

Taking steps to broaden our lens, and to ensure our service approaches reflect the diverse experiences of women, will create more accessible, safer options for the diverse women experiencing violence and who are in need of support. In addition to employing culturally safe practices, we should have awareness of the diverse experiences of violence, and should integrate relevant tools into our practice that reflect diversity; this can play an important role in how we connect with women, and assist them to understand and heal from their experiences.

Using a tool that does not reflect the woman's experience can be further isolating and confusing for her if she cannot see herself in our explanation of violence. For example, the traditional cycle of violence simplifies many women's experiences of violence and does not resonate with many women. Many women talk about their experience as being less linear, and more chaotic, than the cycle of violence. Two tools that may have more relevance to the immigrant and refugee women you serve are included in *Appendix B*:

- *The Lifetime Spiral of Gender Abuse*, Asian Pacific Institute on Gender-Based Violence.<sup>4</sup> Available in Chinese, Korean, and Tagalog.
- *The Coiled Spring of Domestic Violence*, created by advocates in Masum, Pune, India.
- *The Immigrant Power and Control Wheel*, National Center on Domestic and Sexual Violence

It is important to note that neither of these may resonate either. The priority should be on having a conversation about the woman's individual experience, and not trying to fit it into a formulaic theory. Women share that providers miss a lot if they try and fit them, and their individual experience, into a prescribed cycle.

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<sup>4</sup> Dabby, F. (2007). Domestic Violence against Asian & Pacific Islander Women. Training Curriculum. Asian Pacific Institute on Gender-Based Violence. Permission to use the Lifetime Spiral granted from Asian Pacific Institute on Gender-Based Violence

### 3. PROMISING PRACTICES

The findings from Phase One of the Building Supports project, and a review of existing academic and practice-based literature, led to the identification of a number of Promising Practices when working with immigrant and refugee women. These Promising Practices are outlined below and organized into two categories, *Practice Approaches* and *Organizational Approaches*.

#### PRACTICE APPROACHES

##### PRACTICE SELF-AWARENESS

It's easy to identify difference; but understanding our own culture, and its influence on how we think, feel and behave—and how that translates into our practice and interactions with others—is much harder. Self-awareness and personal reflection are essential in our ability to practice cultural safety:

- Review and appreciate your own beliefs in relation to other cultures.
- Avoid assumptions.
- Recognize how your cultural beliefs might impact your practice.
- Be aware of body language and the tone of your voice.
- Recognize that you are in a position of both actual and perceived power.
- Recognize and avoid stereotypical barriers.
- When you notice yourself stereotyping, investigate your understanding and beliefs.
- Deal with personal biases and learn how to step out of the role if you are feeling uncomfortable.

##### BUILD TRUST AND CREDIBILITY

Building trust with immigrant and refugee women reaching out to services is essential to help ensure their initial and continued accessing of support. A number of factors, such as the norm in some cultures to only talk about private matters within the family, may cause reluctance in immigrant and refugee women to access support, or to talk to you openly about their experiences of abuse.

If the woman's pre-arrival experiences include torture and trauma, such as abuse at the hands of police, government officials and workers who were meant to protect her, it will often be more challenging for her to form trusting

#### Don't Assume: One Woman's Story

Because I am white, staff at the Transition House assumed I knew more about the options in our rural community, and how to access them, than I actually did. It was suggested that I apply for income assistance, but when I said I couldn't because I didn't know how, staff response was very unfriendly and they did not offer support. I was overwhelmed, as I did not understand how to apply. Another resident saw what was happening and helped me explain to staff that my capacity to communicate in English was limited. Staff were more helpful after that, and when I had to go to court, they asked if I needed a translator.

relationships with service providers. Immigrant women are more likely to access services if they have developed personal connections with program counsellors or staff members. Even when referred to needed services, the woman may not follow through because she does not know any of the service providers.

All of the Promising Practices outlined in this document help to foster trust and credibility. A number of the key practices are outlined below:

- Take a holistic approach
- Demonstrate diversity
- Create safety
- Prioritize confidentiality
- Ensure equity
- Practice patience
- Be responsive and flexible
- Be curious

### Take a Holistic Approach

A holistic approach entails building trust in the community, so that community members are willing to talk about difficult and sensitive topics. Reaching out to the various cultural communities in your larger community can be a good starting place for building trust with the various communities, and with individuals in the communities.

### Demonstrate Diversity

Where possible, hire staff that reflect the diversity, and speak the languages, of local immigrant and refugee populations. Create an environment that includes safe spaces for religious observance, the option for women to prepare traditional meals, and recognize/celebrate diverse holidays throughout the year.

### Create Safety

What safety looks like, varies with each woman. Creating safety means emotional and cultural safety, in addition to the woman's physical safety. One of the most significant ways to create emotional and cultural safety is through relationships between staff; between women and staff; and among the women accessing the Transition House. Create and model healthy and safe connections between staff, and between women and staff. Help meet the woman's relational needs by asking her what helps make her feel safe, and by listening in a non-judgmental way. Ensure that the woman feels comfortable to express herself and her needs. Once she has told you what safety looks like for her, clearly explain to her what you can, and can't, do to help create safety for her during her stay at the Transition House. If concerns arise about her physical, emotional and/or cultural safety, problem-solve together.



## Challenging the “Single Story”

There can be significant variations within a culture. A single culture often contains many sub-cultures, and no two individuals within a culture are exactly alike. One cannot generalize and assume that all women from a particular community will think and act in the same way. Treat each woman as an individual, and acknowledge that even when they might have some common experiences, immigrant women are not a homogenous group.

## Watch The Danger of a Single Story

[www.ted.com/talks/chimamanda\\_adichie\\_the\\_danger\\_of\\_a\\_single\\_story](http://www.ted.com/talks/chimamanda_adichie_the_danger_of_a_single_story)

## Reflect

We each have our own values, assumptions, biases, and beliefs:

Where do our values, assumptions, biases, and beliefs come from?

- Are there any situations where these assumptions, biases, and beliefs are useful?
- Are there any situations where these assumptions, biases, and beliefs are problematic?

When we begin to unpack and challenge the “single story” we have learnt, we allow our mind to be open to a more complex and complete understanding of the women we serve.

## Cultural Safety vs. Physical Safety

Immigrant and refugee women are sometimes faced with a trade-off between physical safety and cultural safety, because leaving their unsafe home can displace them from their community. A Transition House needs to incorporate physical, psychological and cultural safety for all women. This can include meeting the dietary and spiritual needs of women (e.g. Carol's House in Alberta has two kitchens, one of them halal); creating a safe space for religious observance; and recognizing/celebrating diverse holidays throughout the year.

## Reflect

What can your agency do to help women feel both physically and culturally safe?

To help create safety:

- Meet the woman where she is at. Do not push her. Do not assume.
- Explore the role of culture and its meaning to the woman.
- Be open-minded and compassionate and listen to each woman's situation without making assumptions about the woman's religious or traditional practices based on her ethnicity or race, their community or position within the community.
- Ensure the environment is safe for disclosures of violence.
- Avoid putting the woman in the position of feeling that she needs to defend or explain her cultural practices. If the woman feels the need to put energy into defending their cultural practices, energy is diverted away from the issue at hand.
- Phrase questions in a culturally safe way.

## Prioritize Confidentiality

Confidentiality is a crucial part of building trust. Workers must spend time explaining confidentiality, and how it is applied in their professional relationship. When making referrals, service providers may mistakenly think it is best to refer the woman to an agency within her community, where staff speak the language and understand the culture—but the woman may not wish to have her situation known by anybody in her community, and language barriers may not be an issue for her. Be sure to ask the woman her preferences when making a referral, as referral decisions based on wrong assumptions about the woman's needs may result in an inappropriate and unsafe response.

Be sensitive to, and respect, the woman's choices and confidentiality regarding her community:

- Consider that many immigrant women prefer not to take legal action against the abuser, for a variety of reasons; do not force police or legal intervention.
- Weigh the balance between safety and sensitivity, and educate the woman on the risks you see for her.
- Use your many skills (e.g., cultural safety, trust building, patience) and knowledge to encourage the woman to understand the benefits of referral to an appropriate service.
- If you are able to provide outreach, ask whether the woman can come to you, or if she wants to meet elsewhere in the community.

## Rephrase How You Ask Questions

The questions we ask women, and how we ask them, can influence how comfortable and safe the woman feels about disclosing her situation to us.

### Reflect

Think about the questions you ask women, and about how they could be rephrased to be safer and more inclusive:

FROM	TO
Are you Canadian?	We serve all women regardless of their citizenship status. How would you describe yours?
Have you experienced family violence?	Do you have any concerns about family safety?
Can you speak English?	What languages are you comfortable using?
What is the name and address of the abuser?	Is there anyone you are particularly concerned about finding you here? If you feel it is helpful for us to know the name and location of the abuser we will make note of it in your file.

## Practice Patience

Patience is key. Working with immigrant and refugee women requires time and careful planning. A woman might require interpretation services and/or familiarization with cultural and societal expectations in Canada. Also, due to the potential reluctance on behalf of many immigrant and refugee women to discuss or report abuse, it is important to allow them more time to provide a safe and relevant response.

## How To Build Trust

To begin establishing safety and trust with women accessing our services:

- Spend longer periods of time to build the relationship with the woman.
- Have patience—respect the approach and pace at which the woman wishes to share her experiences.
- Listen and show understanding of the woman's experiences.
- Explore the role of culture, and its meaning, to the woman.
- Recognize the woman's pre-arrival experiences of violence and trauma.
- Ensure transparency.
- Ensure and affirm confidentiality.
- Be sensitive to the woman's choices regarding her communities.
- Always get the woman's consent when making a referral.
- Recognize the woman's strengths.
- Attend community events, which can also be used as platforms to talk about violence against women and girls.

## Reflect

Think about what you and your agency already do to help foster safety and trust. What can you or your agency do to further strengthen this?

## Ensure Equity

As previously mentioned in the Equality vs. Equity section, women experience varying degrees of marginalization and vulnerability. To support each woman in achieving safety and wellbeing, identify when the woman may need additional support or assistance, and take steps to meet these needs:

- Help the woman identify her needs and goals.
- Be cautious when assuming independence; cultural norms vary in regards to fostering independence. Some cultures foster dependence, and it may not be considered culturally appropriate for the woman to ask for what they need. Reach out to women. Do not assume that the woman doesn't need support or assistance, if she isn't asking for it.
- Fully present and explain the woman's rights and options, so she can make informed decisions. Do not assume that the woman knows or understands her options.
- Be prepared to engage with the woman in a two-way dialogue, where both of you share knowledge with each other.
- Allow the woman the space to talk.
- If you keep files or case notes, ask the woman's permission to write down facts, and explain what will happen with the information.
- Provide food that meets the dietary needs of the woman and her children.
- Provide opportunities and space for religious observance.
- Recognize and celebrate all holidays throughout the year.

## Ensure Equity in Access

BC Society of Transition Houses (BCSTH) provides a Policy Template Guide to assist Transition Houses in the development of their policies. Two policies are particularly relevant in ensuring equity in access and supports:

- Equality and Diversity Policy
- Service Eligibility Policy

These two policies ensure inclusivity, including the eligibility of access to:

- The woman's male child(ren) under the age of 19, and to other family members who are dependent on her; and
- Trans women

### **Equality and Diversity Policy Statement:**

*Agency XYZ* recognizes that under the Canadian Human Rights Act, it is against the law to discriminate on the basis of race, colour, age, national or ethnic origin, religion, marital status, family status, disability, sexual orientation, sex, pregnancy, child-birth and a pardoned criminal conviction. As such, *Agency XYZ* ensures that our services and programs are accessible to women and their dependents and that our agency will not practice or engage in unlawful discrimination on the basis of culture, spiritual beliefs, gender identity, social condition, physical ability and any prohibited ground of discrimination covered by the Canadian Human Rights Act as listed above. *Agency XYZ* will provide services that are sensitive and responsive to the diverse needs of the women and children it serves and promote cross-cultural understanding and respect for diversity among clients and staff.

### **Service Eligibility Policy Statement:**

*Agency XYZ* is accessible to individuals who identify as women over the age of 19 and their dependent female and male children under the age of 19 who identify as:

- Having past and/or current experiences of abuse from a partner, family member(s), caregiver(s) or members of the community;
- Being at risk of violence from a partner, family member(s), caregiver(s) or members of the community; and/or
- Dealing with ongoing social and/or health impacts resulting from her/his experiences of violence that affect her safety, health and wellbeing.

### **Part A: Dependents**

Program services may be accessed by women and their dependent children with disabilities, regardless of age. Where feasible, services are also provided to other family members who are dependent on the woman.

### **Part B: Women under the age of 19**

Young women under the age of 19 who live independently and are currently experiencing or at risk of violence are eligible to access services with the permission of their parent or guardian (including the Ministry of Children and Family Development).

### **Part C: Inclusivity**

Women will not be denied or provided lesser service on the basis of belonging or being perceived to belong to any category protected by the Canadian Human Rights Act. They will not be denied service on the basis of: ethno-cultural background, race, color, creed, marital or parental status, national or regional origin, religious or spiritual beliefs, ability or disability, health or mental wellness, social context, sexual orientation, gender identity, pre- or post-operative sex-reassignment, health or surgery status, being pregnant or having children, income level, immigration or refugee status or lack thereof, mental health status, substance use status, criminal record or type of employment.

The BCSTH Policy Template Guide can be found at:

[www.bcsth.ca/sites/default/files/BCSTHPolicyTemplateGuide\\_Final.pdf](http://www.bcsth.ca/sites/default/files/BCSTHPolicyTemplateGuide_Final.pdf)

## **Reflect**

Do your policies create additional barriers to immigrant and refugee women? Do you have an Equality and Diversity policy, and a Service Eligibility policy, that is inclusive? Do your policies need reviewing and revision?

## BE RESPONSIVE AND FLEXIBLE

Being responsive and flexible in your work is essential to meeting the needs of the women you support:

- Be alert to the woman's needs, preferences, and expectations.
- Consider modifying the case plan to address what is important to the woman, before working on the priorities you have identified.
- Apologize if you have made a mistake, or if you have made the woman feel uncomfortable.
- Acknowledge the barriers to the woman leaving, such as not wanting to leave her extended family or to be ostracized from her cultural community. Do not focus on her leaving.

### Be Flexible in Your Approach: One Woman's Story

In my culture, the woman is taught to think about everyone else before herself. Prioritizing my needs was very hard. My neighbour, someone from my own culture, said to me: "You are the only person who can live your life. You are suffering. Think about yourself." This encouraged me to get support. I had so much shame. I didn't want to see a counsellor from my community. I was very afraid of judgement, and of them having a very narrow perspective. My counsellor was not from my community. She met me where I was at. The idea of leaving was terrifying. She gave me lots of time to get used to the idea—ten months. She did not pressure me. She gave me guidance about how to de-escalate situations, and how to prepare for leaving. She was very flexible and supportive. She told me to take my time, so that when I left, I was ready. I was very worried about taking my kids to a Transition House, so she took me to see one. It was very different than what I had imagined. Leaving was the best decision I ever made.

## Be Curious

Practicing cultural safety means not making assumptions about the woman, her background, experiences, or needs. Being curious and asking appropriate and relevant questions can help service providers better understand the woman, and how best to support her:

- Inquire into each woman's specific background and beliefs.
- Observe hesitation, discomfort, or anxiety in the woman's interactions with you or others.
- If you are unsure, ask.

## MAKE SERVICES AND INFORMATION ACCESSIBLE

### Accessible information

Immigrant and refugee women need to be able to learn about the supports available to them in BC. The importance of this cannot be understated. Having information about violence against women, available supports, and short- and long-term housing options, accessible in multiple languages and in multiple media, will help increase immigrant and refugee women's awareness of supports available to them, and how to access them. Simple yet

helpful information about the various housing options the woman may have, and how to access these options, can help reduce feelings of overwhelm as women embark on the challenging task of finding safe, affordable housing.

Create pamphlets about your Transition House and support services in multiple languages, so that women can learn about Transition Houses. Provide hard copies as well as information online. If you provide images of your Transition House online, be sure to disable geotagging when you take the photo, so that the image does not provide location data.

Create relevant forms, such as intake forms and feedback forms, in multiple languages (see examples of culturally safe intake forms, that can be translated into multiple languages, in *Appendix C*).

### Provide Interpretation

Some women may be unable to communicate in English, other women can seem able to carry on a conversation in English, but may not be able to describe her situation effectively in English. Ensure that the woman fully understands what you can offer her, and what your expectations of her are throughout her stay at the Transition House, by providing her access to opportunities to communicate her needs and experiences clearly in an informed and empowered way. This is essential to ensure her wellbeing and safety—so that others can fully understand the woman's situation and experience, and also to ensure she fully understands the situation. It is crucial to also ensure that the woman has access to confidential interpreters, particularly when dealing with court, Ministry of Children and Family Development (MCFD), or lawyers. Only use family or friends if the woman requests it. Preferably, children should not be used to provide translation for their mothers, as this puts them in a difficult and potentially unsafe and re-traumatizing position if they are asked to share details of the abuse. Ideally, interpreters would be:

- Female, unless requested otherwise.
- Fluent in the woman's language of choice.
- Aware of and responsive to the nature of the discussion required.
- Well briefed on the expectations of their role, including confidentiality and the possible content of the discussions to be held.
- Offered the opportunity to debrief.<sup>5</sup>

When possible, schedule an interpreter ahead of time instead of looking for interpreters at the last minute.

If under stress, support and translation over the phone can be more difficult for the woman. However, it is acknowledged that accessing interpreters can be very challenging, particularly in smaller or more rural communities. Create a formal agreement with available interpretation services, and have an accessible list so staff can promptly refer to it to help ensure a smooth process when interpretation is needed. Suggestions about how to meet the translation needs of the women you serve:

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<sup>5</sup> Eckert, R. (2013). Good practice principles for working with refugee women experiencing domestic violence. *Australian Domestic and Family Violence Clearinghouse*, 54, 11–12.

- Hire staff that have the required language skills, if possible. If you have a staff member on staff that speaks a resident's language, consider adjusting her work schedule to accommodate the resident's needs.
- Connect with other local agencies, particularly settlement agencies, to find out what language interpretation services they provide.
- Build partnerships or agreements with provincial agencies:
  - Settlement agencies: [www.amssa.org](http://www.amssa.org)
  - VictimLink BC: [www.victimlinkbc.ca](http://www.victimlinkbc.ca)
  - HealthLink BC: [www.healthlinkbc.ca](http://www.healthlinkbc.ca)
  - Provincial Language Services: <http://pls.phsa.ca/>
  - Vancouver Lower Mainland Multicultural Family Support Service: [www.vlmfss.ca](http://www.vlmfss.ca)
  - MOSAIC: [www.mosaicbc.com](http://www.mosaicbc.com)

## Use Clear Communication

It is important to reflect clear, value-free, open, and respectful communication in our work with immigrant and refugee women. We can also acknowledge that we need to make notes and keep some records in our work, whereas in many cultures, communication is done in an oral rather than written form. Ask for the woman's permission to write down some facts to aid your memory. Explain to her why you are writing notes, and what you will use them for.

## RECOGNIZE WOMEN'S PRE-ARRIVAL EXPERIENCE

A woman's experiences of violence and its impacts must be considered in the context of complex and often long histories of displacement and trauma which some immigrant and refugee women and their families have experienced, including:

- Torture and trauma.
- Severe sexual and gender-based violence.
- Long periods of time, in some cases upwards of 15–20 years, in dangerous conditions such as refugee camps and urban areas in countries of asylum.
- Time in detention upon seeking asylum.<sup>6</sup>

### Settlement.org

Settlement.org, an Ontario based website has a number of relevant documents available in more than 30 languages <http://settlement.org/translated-information/>

For "Abuse is Wrong in Any Language" pamphlet in multiple languages go to <http://settlement.org/ontario/legal-services/courts/courts-in-ontario/abuse-is-wrong-in-any-language/>

For "Creating a Safety Plan" in multiple language options go to <http://settlement.org/ontario/health/sexual-and-reproductive-health/domestic-abuse/creating-a-safety-plan/>

As these websites are Ontario based, some of the resources may not be applicable or relevant to BC but many of them are.

6 Eckert, R. (2013). Good practice principles for working with refugee women experiencing domestic violence. Australian Domestic and Family Violence

These experiences have many significant impacts, and may lead the woman to feel shame, **experience stigmatization**, and be ostracized from her family and communities—ultimately making it more challenging for the woman to seek and find support, and to feel comfortable disclosing her experiences.

To help mitigate some of these impacts:

- Be familiar with, and aware of, the potential of these experiences.
- Be aware of the compounding impacts of challenges and risks faced by women in the settlement context.
- Be aware of the possibility that these challenges may increase the vulnerability of women to experience further violence, and may present barriers to their accessing appropriate supports.<sup>7</sup>

## RECOGNIZE WOMEN'S RESILIENCE, STRENGTHS, KNOWLEDGE, AND SKILLS

Recognize the resilience, strengths, knowledge, and skills of each individual woman you connect with. This is a powerful way to begin to build a relationship and trust, as well as provide an experience for each woman that is counter to her experiences of abuse. Work together with women to develop responses and solutions to their concerns, and promote practices that empower them to have control over their lives.

Women's support groups play an important role in empowerment and can also foster and build trust among women and with workers. The groups' main purpose is to provide women with the opportunity to socialise and to make friends. This connection then allows them to open up and talk frankly about their lives, experience the relief of sharing their problems, and explore solutions together. These groups also serve the purpose of building or increasing the woman's social support network.

## CONFLICT RESOLUTION AND EDUCATION

Conflicts often arise between residents in the communal living environment of Transition Houses, where women are in crisis and coping with the numerous and compounding impacts of abuse. Differences in culture and life-style, such as parenting styles and expectations, can sometimes be the source of this conflict.

*"Culture is always a factor in conflict, whether it plays a central role or influences it subtly and gently. For any conflict that touches us where it matters, where we make meaning and hold our identities, there is always a cultural component....Culture is inextricable from conflict, though it does not cause it. When differences surface in families, organizations, or communities, culture is always present, shaping perceptions, attitudes, behaviors, and outcomes."<sup>8</sup>*

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Clearinghouse, 54, 11–12.

7 Eckert, R. (2013). Good practice principles for working with refugee women experiencing domestic violence. Australian Domestic and Family Violence Clearinghouse, 54, 11–12.

8 LeBaron, M. (2003). "Culture and Conflict." Beyond Intractability. Eds. Guy Burgess and Heidi Burgess. Conflict Information Consortium, University of

When managed well, conflict can be a very valuable and positive teaching opportunity—to build trust and rapport and to help empower the women involved. Conflict resolution, if done well, broadens our perspectives, and helps us respect and value difference. When staff model cultural safety in their interactions with women and their children, it can be a valuable example to the other residents of how best to engage and relate with others, encouraging greater cohesiveness amongst residents and staff. It can also help to affirm the safety of the Transition House for diverse women and experiences.

A number of tools can guide staff through the conflict resolution process:

*“Though culture is intertwined with conflict, some approaches to conflict resolution minimize cultural issues and influences. Since culture is like an iceberg—largely submerged—it is important to include it in our analyses and interventions. Icebergs, unacknowledged, can be dangerous, and it is impossible to make choices about them if we don’t know their size or place. Acknowledging culture and bringing cultural fluency to conflicts can help all kinds of people make more intentional, adaptive choices.”<sup>9</sup>*

It is important to acknowledge there is no “one size fits all” approach to conflict resolution. Having open communication while acknowledging potentially differing communication styles, and being curious about what each individual’s perception of the conflict is, and their needs for the outcome, is key to creating a safe environment for the conversation to take place. It is also important to provide translators when needed, so that the woman is able to fully communicate her concerns and needs.

### Resolving conflict situations:<sup>10</sup>

- Respond in a timely manner.
- Employ culturally safe practices (as outlined in Section Two), including reflection of what assumptions and perceptions you bring to the conversation.

### Tools to guide organizations and staff through conflict resolution:

Conflict Resolution Tools for Domestic Violence Shelter Staff  
[www.vawnet.org/special-collections/ConflictRes.php#400](http://www.vawnet.org/special-collections/ConflictRes.php#400)

Conflict Resolution Toolkit, Conflict Resolution Network  
[www.crnhq.org/content.aspx?file=66138%7C37449y](http://www.crnhq.org/content.aspx?file=66138%7C37449y)

Culture and Conflict. Beyond Intractability. Eds. Guy Burgess and Heidi Burgess. Conflict Information Consortium, University of Colorado: Boulder.  
[www.beyondintractability.org/essay/culture-conflict](http://www.beyondintractability.org/essay/culture-conflict)

Colorado, Boulder. Retrieved February 26, 2016 [www.beyondintractability.org/essay/culture-conflict](http://www.beyondintractability.org/essay/culture-conflict)

9 ibid

10 Adapted from Schnorr, B., Fairley, K., Fleming, L. and Baum, L. (x). Transforming Conflict: Promoting Harmony and Healing in Shelter. Powerpoint Presentation. Retrieved from [www.endabusewi.org/sites/default/files/.../transforming.conflict.ppt](http://www.endabusewi.org/sites/default/files/.../transforming.conflict.ppt)

- Prior to meeting with a resident(s) to discuss the conflict, process the situation with your supervisor or a colleague and arrange for an interpreter when needed.
- If possible, plan ahead and determine which staff member is best suited to address the conflict.
- If appropriate, have a second staff member sit-in on the discussion, determine their role and level of participation in advance.
- Do not address the conflict situation until staff are able to remain calm and not take the response of the resident(s) personally, even if being verbally attacked or physically threatened:
  - Anger on the part of the woman may be a very real and valid response to life and/or communal living stressors.
  - Keep in mind the potential for differing communication styles and needs.
  - Allow the woman to express her feelings; help her process, and re-direct her energy towards a more positive solution.
  - Rarely is the conflict about an individual; remember that conflict arises out of differing needs.
  - **In times of crisis, people may sometimes behave in ways that they would not otherwise when they are safe and have their needs met.**

### Handling the Discussion:<sup>11</sup>

- Acknowledge that a difficult situation exists.
- Seek to understand.
- Let individuals express their feelings.
- Define the problem.
- Foster cultural understanding and safety.
- Determine the underlying need.
- Find common areas of agreement, no matter how small.
  - Agree on the problem.
  - Agree on the procedure to follow.
  - Agree on worst fears.
  - Agree on some small change to give an experience of success.
- Find solutions to satisfy needs.
  - Problem-solve by generating multiple alternatives.
  - Determine which actions will be taken.
  - Make sure involved parties buy into actions.
  - Determine follow-up you will take to monitor actions.
- Determine what you'll do if the conflict goes unresolved.

To have effective conflict resolution, the woman needs to feel safe enough to have an honest conversation. Create

<sup>11</sup> Adapted from Resolving Conflict Situations, University of California, Berkeley. Retrieved from <http://hrweb.berkeley.edu/guides/managing-hr/interaction/conflict/resolving>

an environment of safety, trust and respect by employing culturally safe practices, on both an individual/practice level, as well as an organizational level.

## **PROVIDE OUTREACH, ADVOCACY, AND ACCOMPANIMENT**

Outreach is important to increase women's ability to access support and secure housing—because of the isolation, language, and cultural barriers immigrant and refugee women face, as well as their lack of information about local systems and services. There was a considerable level of overwhelm shared by immigrant and refugee women involved in the Building Supports project. Support the woman to make informed decisions by informing her of her options. Provide orientation to services information that includes the mandate of services, the service philosophy, how to access the service, and what to expect at a first meeting. It is also important to provide information on confidentiality protocols, particularly in relation to the referral process.

Outreach, advocacy, and accompaniment can help reduce the woman's feelings of having to "do it all on her own." Ideally, this assistance is ongoing and provides the woman with a continuum of care, even once she has left the abuser and has secured housing—so that she can access ongoing support, particularly counseling, to begin to cope with the impacts of abuse. Having someone "walk with her," to support the woman in all aspects of leaving; to navigate the many systems that the woman experiencing abuse often comes into contact with; and ultimately, assist her to secure affordable safe housing, goes a long way toward supporting the woman so she does not return to her abuser.

The need for outreach and accompaniment is significant for immigrant and refugee women experiencing violence. As mentioned earlier, some cultures do not foster independence in women, or provide them with permission to ask for what they need. Some women will require staff to actively reach out to them with additional support and accompaniment, so that they can begin their process of moving forward.

### **Assistance/accompaniment navigating systems (e.g. housing, legal, income assistance, child protection, health, immigration, sponsorship)**

Navigating the many complex systems that women experiencing violence come in contact with, can create substantial overwhelm. Coupled with the impacts of the abuse, and compounded by cultural and language barriers, this feeling of overwhelm can create significant obstacles to women leaving and finding safety. Knowing that they do not have to "do it all alone," and that support and translation is available to them, can make all the difference.

### **Opportunities to break down isolation**

Creating opportunities for women to connect with other women in similar circumstances provides women with a safe place to share their problems and concerns, while building relationships and reducing some of the shame and stigma attached to their situation. This is particularly relevant for women who are not yet ready or

able to leave the abusive situation, but want to receive support:

- Individual counselling in multiple languages.
- Women's support groups.
- Physical activities (e.g. women-only swimming at the local pool, yoga, walking groups).
- Women's art/craft circles.
- Coffee/tea groups.
- Playgroups for children.

### Opportunities for empowerment and independence

Supporting women to connect with opportunities to gain life skills, empowerment, and independence, has been identified by immigrant and refugee women as of great importance:

- Learning to drive.
- Finding employment.
- Securing housing.
- Learning English.
- Securing financial aid.

### Ongoing support after leaving the Transition House

Whether it's 30 days in a Transition House, or one year in a second stage house, most women require ongoing support after moving into their own home. It is very important to offer ongoing outreach, including home-based support, after women leave the Transition House.

## SUPPORT TO FIND HOUSING

A lack of affordable housing continues to be a significant issue for many women and families in British Columbia. Large families face additional challenges, as this shortage extends into all safe market or social housing, as well as Transition House and second stage housing. Research for the Building Supports project also revealed that immigrant and refugee women face discrimination from landlords and housing providers. To help mitigate these barriers:

- Explore housing options with women, including providing a description of the various neighbourhoods.
- Provide assistance to call landlords, including providing interpreters.
- Accompany the woman to view the housing.
- Provide childcare while the woman views housing.
- Provide a ride, or assistance with transit.
- Assist the woman to apply for subsidized housing and government assistance/rental subsidies.

## Create and disseminate clear messaging about housing availability and access

Provide accessible information in multiple languages about what short term (e.g. Transition Houses, second stage housing, and safe homes), market, and social housing is available, and how to access it. Use a variety of methods of information sharing, including through community newspapers, brochures, DVDs, posters on transit, ethnic TV and radio programs in multiple languages, and information sessions in language classes.

The Building Supports project research findings suggested the need for a marketing campaign for Transition Houses, to clarify perceptions about them—such as what they look like inside, who is eligible, and what happens when you get there. Having this information widely available would help increase awareness of Transition Houses, challenge existing assumptions about them, and hopefully increase immigrant and refugee women's comfort in accessing them.

Suggestions of where information about violence against women and Transition House services would be well positioned to reach women who are isolated, include in grocery stores or on grocery receipts; on coffee sleeves; in women's bathrooms, health care offices, libraries; in schools, including language classes; as well as in the Newcomers' Guide.

## HELP NAVIGATE COMPLEX LEGAL SYSTEMS

Women who leave violent relationships are often faced with a complicated legal system, including family courts, criminal courts, victim services, and child protection agencies. Immigrant and refugee women who leave violent relationships may enter an even more complicated scenario; they may additionally face legal issues related to their immigrant or refugee status, which determine their ability to stay, work, and access services in Canada.

Over 250,000 immigrants arrive each year to settle permanently in Canada. **Canada's immigration is diverse, representing over 200 countries and 180 languages in 2012.** In British Columbia (BC), the immigrant and refugee population is very diverse, and disproportionately young and female; as of 2012, one in four British Columbians were born outside of Canada:

- Of the 4.6 million persons in BC, 1.15 million were born elsewhere.
- More than 25 per cent of recent BC immigrants are under the age of 24.
- Women accounted for 52.1 per cent of recent BC immigrants.
- BC is the most linguistically diverse province, with Mandarin, Punjabi, and Tagalog as the most common first languages spoken after English in BC, and with 140 countries and over 85 languages represented.

Legal options and resources do exist to support immigrant and refugee women leaving violent relationships. These resources are discussed below and in Additional Resources (*Appendix G*).

The best approach is for service providers to recognize the issues facing immigrant and refugee women, then to refer them to the appropriate community resources described in this section (and in *Appendix G*).

## Status, Rights and Options

The different immigration pathways to Canada determine an immigrant and/or refugee woman's (and her children's) legal status and access to services. They also determine her eligibility to work in Canada, and how she experiences life in Canada.

### 1. Permanent Residents (Economic, Family Class, Humanitarian and Compassionate or Refugee)

Permanent Residents have completed all the necessary government steps and have a similar legal status to Canadian citizens. They may stay in Canada permanently, study, and work, but they cannot vote. They have access to all social services, and have constitutional rights similar to Canadian citizens. They are eligible for: health insurance run by the provinces; free language training; help finding employment and housing; access to elementary and secondary schools; and in-province college tuition.

In 2014, the Permanent Residence category in Canada consisted of:

- Economic Class: 63 per cent
- Family Class: 26 per cent
- Refugee/Humanitarian: 11 per cent<sup>12</sup>

#### Sponsorship Breakdown and Conditional Permanent Residents

Spouses or partners being sponsored to reside in Canada, who are in a relationship of two years or less and who have no children with their sponsor at the time of the sponsorship application, can be subject to Conditional Permanent Residence status. The sponsored spouse must live together with the sponsor in a "legitimate relationship" from the day they receive Conditional Permanent Residence. The condition ends after the two-year period, at which point they become eligible to become Permanent Residents.

This category arose from concerns in the government with fraudulent marriages, commonly referred to as "passport marriages," where a foreign national marries a Canadian sponsor and then leaves the Sponsor as soon as, or shortly after, they arrive in Canada. Importantly, if the woman is sponsored by her spouse and is the victim of abuse or neglect, the woman is not required to remain in the relationship.

**The woman facing abuse can request an "exception" to this immigration status.** The Immigration, Refugees and Citizenship Canada (IRCC) backgrounder on Conditional Permanent Residence states that a victim can come forward without having to worry about enforcement action. **Women can call the Call**

<sup>12</sup> Facts and figures 2014—Immigration overview: Permanent Residents. Immigration, Refugees and Citizenship Canada. Retrieved from [www.cic.gc.ca/english/resources/statistics/facts2014/permanent/02.asp](http://www.cic.gc.ca/english/resources/statistics/facts2014/permanent/02.asp)

Centre at 1-888-242-2100 to request an “exception.” Staff can provide support/advocate for women in this call.

IRCC officers are required to make contact within five days of receiving the exception request. Women may be asked to provide submissions and supporting evidence of the abuse. In some cases, an interview may be requested by IRCC.

### **The IRCC Backgrounder—Exceptions from Conditional Permanent Residence for Victims of Abuse or Neglect<sup>13</sup>.**

According to the IRCC Backgrounder, considerations can consist of:

- Physical abuse, including assault and forcible confinement.
- Sexual abuse, including sexual contact without consent.
- Psychological abuse, including threats and intimidation.
- Financial abuse, including fraud and extortion.
- Neglect: Failure to provide the necessities of life, such as food, clothing, medical care or shelter, and any other omission that results in a risk of serious harm.

The IRCC backgrounder recognizes that there may be many reasons why a victim may not report abuse to authorities:

- Feeling alone and isolated.
- Being provided false information about their status in Canada.
- Language barriers.
- Religious or cultural constraints.

IRCC officers receive training on identifying and dealing with situations of violence against women. IRCC officers are also provided information to assist them in processing requests for exceptions, such as Operational Bulletin 480, which includes guidance to officers on assessing exception requests for Permanent Residents who are victims of abuse.

### ***Operational Bulletin 480: Conditional Permanent Residence measure for spouses and partners in relationships of two years or less and who have no children in common<sup>14</sup>.***

The Legal Services Society (LSS) Sponsorship Breakdown Booklet<sup>15</sup> provides guidance for Permanent Residents and Conditional Permanent Residents who need help when the person sponsoring them in

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13 The IRCC Backgrounder—Exceptions from Conditional Permanent Residence for Victims of Abuse or Neglect: [www.cic.gc.ca/english/department/media/backgrounders/2012/2012-10-26b.asp](http://www.cic.gc.ca/english/department/media/backgrounders/2012/2012-10-26b.asp)

14 Operational Bulletin 480: Conditional Permanent Residence measure for spouses and partners in relationships of two years or less and who have no children in common: [www.cic.gc.ca/english/resources/manuals/bulletins/2012/ob480.asp](http://www.cic.gc.ca/english/resources/manuals/bulletins/2012/ob480.asp)

15 The Legal Services Society (LSS) Sponsorship Breakdown Booklet: [www.lss.bc.ca/resources/pdfs/pubs/Sponsorship-Breakdown-eng.pdf](http://www.lss.bc.ca/resources/pdfs/pubs/Sponsorship-Breakdown-eng.pdf)

Canada is no longer supporting them, and they are unable to support themselves. It explains what happens when a sponsorship breaks down, and how to apply for legal and social assistance. There is also a resource section listing community groups and other help.

## **2. Temporary Residents (Temporary Foreign Worker Program, including the Seasonal Agricultural Worker Program, International Mobility Program, International Students, Visitors)**

Temporary Residents are authorized to remain in Canada for a limited amount of time, and include visitors, temporary foreign workers, and international students. The length of the authorized stay will be indicated on the foreign national's study or work permit, or the stamp in their passport. If they do not have a stamp in their passport, the authorized stay is six months from the day of entry to Canada. Temporary Residents who wish to extend their stay in Canada must apply to do so before the end of their authorized stay.<sup>16</sup>

Temporary Residents may only study in Canada if they have a study permit, unless they are taking a course or program in Canada that lasts six months or less, or another specific exemption<sup>17</sup> applies. Minor children who are already in Canada accompanying a parent who is permitted to study or work, may study in Canada without a study permit at the pre-school, primary, and secondary levels.

Similarly, Temporary Residents may only work in Canada if they have a work permit, unless a specific exemption<sup>18</sup> applies. Employers of temporary foreign workers are subject to a variety of conditions, including that they must make reasonable efforts to provide a workplace free of abuse. Abuse of the Temporary Foreign Worker Program can be reported to Service Canada. Additionally, a pamphlet is available to inform temporary foreign workers of their rights while working in Canada.<sup>19</sup>

In 2014, under the Temporary Resident category, Temporary Foreign Worker and International Mobility Program combined totals for Canada were 353,448, and in BC, 66,181 persons. International Students consisted of 336,497 students in Canada, and 128,760 in BC alone.<sup>20</sup>

## **3. Live-In Caregiver Program**

In 2014, the Live-in Caregiver Program (LCP) was replaced by a new Caregiver Program<sup>21</sup> which includes two new Permanent Resident classes:

<sup>16</sup> How to extend your stay in Canada as a visitor: [www.cic.gc.ca/english/visit/extend-stay.asp](http://www.cic.gc.ca/english/visit/extend-stay.asp)

<sup>17</sup> Study permit exemptions: [www.cic.gc.ca/english/study/study-who.asp](http://www.cic.gc.ca/english/study/study-who.asp)

<sup>18</sup> Jobs that do not require a work permit: [www.cic.gc.ca/english/work/apply-who-nopermit.asp](http://www.cic.gc.ca/english/work/apply-who-nopermit.asp)

<sup>19</sup> Rights for Temporary Foreign Workers: [www.cic.gc.ca/english/resources/publications/tfw-rights.asp](http://www.cic.gc.ca/english/resources/publications/tfw-rights.asp)

<sup>20</sup> CIC, RDM, 2012 Data: [www.cic.gc.ca/english/pdf/2014-Facts-Figures-Temporary.pdf](http://www.cic.gc.ca/english/pdf/2014-Facts-Figures-Temporary.pdf)

<sup>21</sup> Caregiver Program [www.cic.gc.ca/english/immigrate/caregivers/](http://www.cic.gc.ca/english/immigrate/caregivers/)

- Caring for Children Class: For those with two years of work experience in Canada providing childcare in a private home.
- Caring for People with High Medical Needs Class: For those with two years of work experience in Canada providing care for the elderly, or people living with disabilities, or chronic disease at higher skill levels in health facilities or in a home (e.g. licensed practical nurse, nurse aide, home support worker).

Under the two new classes, caregivers are not required to have lived in the home of their employer while obtaining the two years of Canadian work experience as a Temporary Foreign Worker. Caregivers must also meet other key selection criteria, including minimum language and post-secondary education levels, to be eligible to apply.

The Government has committed to processing the majority of Permanent Resident applications under these two new classes in six-months.

Some caregivers are still eligible to apply for Permanent Residence under the Live-in Caregiver Program (depending on whether they met the deadline for their initial work permit<sup>22</sup> under that program). If they wish to apply for Permanent Residence under this program, they must continue to meet the program criteria as a temporary foreign worker, including living in the home of their employer. If they prefer to live outside the home of their employer, they would need to have a new work permit as a temporary foreign worker and eventually apply for Permanent Residence under one of the new classes, if eligible. Work experience gained under the LCP may count toward the required work experience for the two new classes.

West Coast Domestic Workers' Association<sup>23</sup> (WCDWA) is a non-profit organization that provides free legal information, advice, and representation to caregivers, other migrant workers, and survivors of labour trafficking in British Columbia. The WCDWA is also actively involved in public legal education and law reform initiatives.

#### 4. Protected Persons and Refugee Claimants

A “protected person” is someone who has been determined to be either a Convention Refugee or a person in need of protection, whose removal would subject them personally to torture or risk of cruel and unusual treatment. A protected person can apply for permanent residency status as well as receive integration support services which include health care, education, financial assistance, help with everyday life, language training, and finding employment.

A “refugee claimant” is person who has fled her country and is asking protection in another country (Canada), but on whose claim the Immigration and Refugee Board has not yet taken a decision. Although a

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<sup>22</sup> Information for live-in caregivers [www.cic.gc.ca/ENGLISH/work/caregiver/index.asp](http://www.cic.gc.ca/ENGLISH/work/caregiver/index.asp)

<sup>23</sup> West Coast Domestic Workers' Association [www.wcdwa.ca](http://www.wcdwa.ca)

refugee claimant cannot apply for Permanent Residency, claimants have the right to certain benefits and support services which include limited health-care benefits, education, and in certain cases, employment authorization.

## 5. Non-Status Persons

Non-status (or out-of-status persons) persons enter or remain in Canada without the government's permission, and have no legal status. There are no official statistics on non-status persons, and estimates range nationwide from 20,000 to 500,000 persons.<sup>24</sup>

This includes women who may initially have had status when they entered Canada and subsequently lost it, or they may have entered Canada without status. When these women are in a relationship that becomes abusive, they are particularly vulnerable because without legal immigration status, they may be subject to removal and deportation. In the past, the fact that these women had children and were dealing with custody issues did not prevent their removal. A tactic of control sometimes used by the spouse of the out-of-status woman is to claim he has a spousal sponsorship application underway, but he delays completion of the paperwork. Or, if the paperwork is submitted, the sponsor may threaten to withdraw it if the spouse decides to leave or report the abuse. Withdrawal of a spousal sponsorship can occur at any time up until a decision is made by IRCC.

***A woman who is in Canada without status may apply for Permanent Residence based on humanitarian and compassionate considerations.***<sup>25</sup> The Legal Services Society provides legal representation in these cases. Processing times for applications for humanitarian and compassionate consideration are approximately three years.<sup>26</sup>

Unless the woman already has a work permit, she is not be able to work legally in Canada during the application process until she is approved "in principle." Once she is approved in principle, she can apply for a work permit awaiting final action on her application. While the application is pending, the woman can apply for income assistance. An out-of-status woman is eligible for child support, spousal support, and a division of family property, in family court. The application should be as comprehensive as possible. Evidence to support a humanitarian and compassionate application can consist of:

- Police incident reports.
- Charges or convictions.
- Reports from Transition Houses or service providers.
- Medical reports.

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24 Goldring, L. (2007). Institutionalizing Precarious Immigration Status in Canada. Early Childhood Education Publications and Research. Retrieved from <http://digitalcommons.ryerson.ca/cgi/viewcontent.cgi?article=1001&context=ece>

25 Information on humanitarian and compassionate considerations can be found at [www.cic.gc.ca/english/resources/tools/perm/hc/](http://www.cic.gc.ca/english/resources/tools/perm/hc/)

26 Check application processing times: [www.cic.gc.ca/english/information/times/index.asp#](http://www.cic.gc.ca/english/information/times/index.asp#)

- Letters of support.

Factors considered in an application may include, but are not limited to:

- Establishment in Canada.
- An inability to leave Canada that has led to establishment.
- Ties to Canada.
- Best interests of any children affected by the application.
- Health considerations.
- Family violence considerations.
- Consequences of separation from relative.
- Factors in the country of origin (not related to seeking protection).
- Any other relevant factors for consideration, that are not related to seeking protection.

*The YWCA Mothers Without Status guide*<sup>27</sup> provides advice for service providers on how they can support the woman in this process.

For background information, the YWCA also completed a *Report on Mothers Without Status*<sup>28</sup>.

*The woman without status may also apply for a Temporary Resident Permit (TRP) if she is a victim of human trafficking.* Human trafficking is “the recruitment, transportation, transfer, harbouring, or receipt of persons, by improper means, such as force, abduction, fraud, or coercion, for an improper purpose, such as forced or coerced labour, servitude, slavery, or sexual exploitation.” The TRP gives victims (including suspected victims) of human trafficking legal immigration status in Canada. An initial TRP issued to victims of human trafficking is normally valid for up to 180 days. Depending on the situation, IRCC can issue a subsequent TRP at the end of the initial period.

Holders of the TRP for victims of human trafficking can also receive health-care benefits, trauma counseling, and can apply for a work permit. In Canada, victims of human trafficking are not required to collaborate with enforcement agencies or to testify against their trafficker in order to receive a TRP. Victims of human trafficking do not have to pay a fee for an initial TRP or a work permit issued with the TRP. Victims of trafficking should visit or contact the closest IRCC office. Immigration officers at local IRCC offices will conduct an interview to determine eligibility for a TRP.

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27 The YWCA Mothers Without Status guide: [www.ywcavan.org/sites/default/files/resources/downloads/YWCA%20Mothers%20Without%20Legal%20Status\\_2010\\_web.pdf](http://www.ywcavan.org/sites/default/files/resources/downloads/YWCA%20Mothers%20Without%20Legal%20Status_2010_web.pdf)

28 Report on Mothers Without Status: [www.ywcavan.org/sites/default/files/resources/downloads/YWCA%20Mothers%20Without%20Legal%20Status%20Report\\_2010\\_web.pdf](http://www.ywcavan.org/sites/default/files/resources/downloads/YWCA%20Mothers%20Without%20Legal%20Status%20Report_2010_web.pdf)

## 6. Special Considerations

### Human Trafficking

Human trafficking is a criminal offence under the Criminal Code of Canada. It is a modern day form of slavery that involves the recruiting, harbouring, and controlling of a person for exploitation—most commonly, for labour, or for sexual exploitation. The majority of victims of human trafficking are women and children. These victims are reluctant to come forward as they are often foreign nationals, temporary foreign workers, and newcomers to Canada, and are isolated and particularly vulnerable.

*The BC Office to Combat Trafficking in Persons (OCTIP)*<sup>29</sup> can provide support. Since 2007, OCTIP has assisted in more than 160 human trafficking cases, providing temporary residency assistance, coordinating services, and advising community agencies.

*The People's Law School provides more information about human trafficking.*<sup>30</sup> And *The Salvation Army's Deborah's Gate Program*<sup>31</sup> serves international and domestic women who are 18 years of age and above, have been trafficked, and who are in need of protective and restorative housing.

### Forced Marriage

Forced marriage is an abuse of human rights in which a marriage occurs without the free and full consent of the individuals getting married. In forced marriage situations, violence and coercion are used, most often by the victim's family, to initiate the marriage—and may continue during the marriage. It is a form of violence, which can manifest emotionally, physically, sexually, and mentally.

Canadian laws that come into play in situations of forced marriage include, but are not limited to:

- Criminal Code, RSC 1985, c C-46
- Civil Marriage Act, S.C. 2005, c.33
  - Provisions addressing the minimum age of consent
- Immigration and Refugee Protection Act, S.C. 2001, c.27
  - Provisions addressing legal status and removals procedure
- Provincial Child Protection laws<sup>32</sup>

For information on supporting the woman you suspect, or has identified, as being in a forced marriage, see *Without Consent: Strategies for Identifying and Managing Risk in Cases of Forced Marriage*.<sup>33</sup>

29 BC Office to Combat Trafficking in Persons (OCTIP): Toll Free: 1-888-712-7974, 24 hours a day, seven days a week, in multiple languages

30 The People's Law School: [www.publiclegaled.bc.ca/wp-content/uploads/2014/04/English-Human-Trafficking-2014\\_online.pdf](http://www.publiclegaled.bc.ca/wp-content/uploads/2014/04/English-Human-Trafficking-2014_online.pdf)

31 Deborah's Gate: [www.deborahsgate.ca](http://www.deborahsgate.ca)

32 Without Consent: Strategies for Identifying and Managing Risk in Cases of Forced Marriage (2016). MOSAIC and Ending Violence Association BC.

33 Without Consent: Strategies for Identifying and Managing Risk in Cases of Forced Marriage: [www.endforcedmarriages.ca/wp-content/uploads/2015/03/FM\\_FRAMEWORK\\_COVER\\_CONTENT.pdf](http://www.endforcedmarriages.ca/wp-content/uploads/2015/03/FM_FRAMEWORK_COVER_CONTENT.pdf)

## Protection, Legal Concerns, and Resources

### The Ministry for Children and Family Development (MCFD)

The Ministry for Children and Family Development (MCFD) ([www.gov.bc.ca/mcfd](http://www.gov.bc.ca/mcfd)) has a statutory role to protect children.

*The MCFD provides Best Practice Approaches to Child Protection and Violence against Women.*<sup>34</sup>

Anyone with reason to believe that a child may be being abused, neglected, or in need of protection has a statutory duty to report. MCFD workers may not understand the complexities experienced by immigrant and refugee women, and why a mother may hesitate to leave an abusive relationship. Service providers can bridge that gap, and develop a relationship with MCFD to support the woman in line with the best practice approaches noted above. For example, if the woman is advised by MCFD to leave an abusive sponsor because children are exposed to, or are victims of, violence, this request may be grounds to expedite the Permanent Residence application and the MCFD could provide an affidavit in support of the application.

The MCFD also has discretionary financial resources, and can cover incidental expenses along with the cost of medical exams required for Permanent Residence applications and application fees.

### The BC Family Law Act (FLA)

If an immigrant and/or refugee woman separates from a spouse or partner, the spouse or partner still has legal responsibilities to provide financial support to the woman and to her children.

The BC Family Law Act (FLA)<sup>35,36</sup> governs these relationships for immigrant and refugee women, along with Permanent Residents and Canadian citizens. The FLA focuses on the best interests of children, when determining parental responsibilities. Immigrant and refugee women are able to apply for child support, spousal support, and family assets; but foreign assets may not be distributed in a BC court.

As immigrant and refugee women may be hesitant to ask for spousal support from abusive ex-partners, service providers can help a woman carefully explore their options under the FLA. Factors for spousal support under the FLA include length of relationship, difference in incomes, economic disadvantage caused by union and childcare responsibilities, and earning capacity.

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<sup>34</sup> The MCFD Best Practice Approaches to Child Protection and Violence against Women [www.mcf.gov.bc.ca/child\\_protection/pdf/best\\_practice\\_approaches\\_2014.pdf](http://www.mcf.gov.bc.ca/child_protection/pdf/best_practice_approaches_2014.pdf)

<sup>35</sup> BC Family Law Act online: [www.bclaws.ca/civix/document/id/complete/statreg/11025\\_01](http://www.bclaws.ca/civix/document/id/complete/statreg/11025_01)

<sup>36</sup> Legal Service Society resources regarding the Family Law Act: [www.familylaw.lss.bc.ca/legal\\_issues/legalSystemBasics.php](http://www.familylaw.lss.bc.ca/legal_issues/legalSystemBasics.php), [www.familylaw.lss.bc.ca/resources/publications/](http://www.familylaw.lss.bc.ca/resources/publications/)

## Protection Orders

In BC, Protection Orders available through the courts are designed to protect people experiencing violence from other people.

*The BC Family Law Act Protection Orders, Section 183 are issued in Family Court (Provincial, Supreme).*<sup>37</sup>  
[www.bclaws.ca/civix/document/id/complete/statreg/11025\\_09](http://www.bclaws.ca/civix/document/id/complete/statreg/11025_09)

*Criminal Code of Canada Peace Bonds, Section 810, are issued in Criminal Court.*<sup>38</sup>  
<http://laws-lois.justice.gc.ca/eng/acts/C-46/page-202.html#h-292>

These orders are available for all immigrant and refugee women, including out-of-status women. These orders may support and help expedite IRCC applications.

Both are civil orders issued by a judge to protect one person from another, even though a Peace Bond is issued in Criminal Court. Under both orders, if the person who is served with the order breaches the conditions, those actions can be charged as a criminal offence and are enforced by the municipal police or by the RCMP. Peace Bonds last up to one year, and applicants can reapply if they still are in fear for their safety. Protection Orders last until the end date identified by the issuing judge, or if a date is not specifically identified, for one year. Both orders are sent to the BC Protection Order Registry (POR) on the day they are issued, and entered into the POR database upon receipt.

Protected persons can check that their orders are registered by contacting VictimLink BC<sup>39</sup>, a toll-free, confidential, multilingual service available across the province.

Protected persons should also register for victim notification. Registering provides the person with information on the status of the order, and the correctional status and release of a perpetrator and any issued conditions.

The victim notification program is operated by the Victim Safety Unit<sup>40</sup>, Victim Services and Crime Prevention Division, BC Ministry of Public Safety and Solicitor General.

### Who is Protected?

A Peace Bond protects a person, the person's children, current partner, and/or property when the person

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37 BC Family Law Act Protection Orders, Section 183: [www.bclaws.ca/civix/document/id/complete/statreg/11025\\_09](http://www.bclaws.ca/civix/document/id/complete/statreg/11025_09)

38 Criminal Code of Canada Peace Bonds, Section 810: <http://laws-lois.justice.gc.ca/eng/acts/C-46/page-202.html#h-292>

39 VictimLink BC: Toll free: 1-800-563-0808; 24 hours a day, seven days a week [www.victimlinkbc.ca](http://www.victimlinkbc.ca)

40 Victim Safety Unit: Toll free: 1-877-315-8822 [www.pssg.gov.bc.ca/victimservices/shareddocs/pubs/HSHEnglishVictimNotification.pdf](http://www.pssg.gov.bc.ca/victimservices/shareddocs/pubs/HSHEnglishVictimNotification.pdf)

fears for their safety from another person, including a person the applicant dated, a co-worker, or an acquaintance. There must be reasonable grounds for the applicant to fear that the other person will cause personal injury, damage to property, or will commit a criminal offence.

An FLA Protection Order protects a person from a “family member,” defined as a person you were married to; whom you live, or lived with, in a marriage-like relationship for any length of time; your child’s parent or legal guardian; a relative of any of these people who lives with them; or a relative of yours, who lives with you and your own child. The FLA order can protect the applicant, the applicant’s children, and other family members that live together; or any other children in the home of the applicant, partner of the child’s parent, or guardian.

FLA Protection Orders are designed to protect individuals from “family violence” by a family member, which includes physical abuse; being denied necessities; emotional or mental abuse such as harassment, stalking, threatening, or having your property damaged; sexual violence; and children being exposed to family violence.

### **How to Apply for Protection**

An applicant does not need a lawyer to apply for a Peace Bond. The applicant contacts the municipal police or the RCMP directly, to ask for it. If an officer agrees that you have reasonable grounds to proceed, the officer will send a report to the Crown Counsel or prosecutor for review. If the officer does not believe the applicant has reasonable grounds, the applicant can still go to the Criminal Court and apply for a Peace Bond with a Justice of the Peace. A judge will review the sworn information, and there will be a hearing in Criminal Court.

An applicant does not need a lawyer to apply for an FLA Protection Order, but could consider consulting with a legal advocate before applying.

### **Court Fees**

There is no fee to apply for a Peace Bond. There is no fee to apply for an FLA Protection Order in Provincial Court, but you must pay a fee to apply in Supreme Court, unless you qualify for legal aid. Even if you do not qualify for legal aid, you can ask the Supreme Court to waive the fees.

*The Legal Services Society and Victim Services provide practical guidance about these two orders.<sup>41</sup>*

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<sup>41</sup> The Legal Services: [www.familylaw.lss.bc.ca/resources/pdfs/pubs/For-Your-Protection-eng.pdf](http://www.familylaw.lss.bc.ca/resources/pdfs/pubs/For-Your-Protection-eng.pdf) Victim Services: [www.pssg.gov.bc.ca/victimservices/shareddocs/pubs/peace-bonds-english.pdf](http://www.pssg.gov.bc.ca/victimservices/shareddocs/pubs/peace-bonds-english.pdf)

## **Criminal Law**

If a person is charged with a crime in Canada and is not a Canadian citizen, IRCC will be notified. If arrested, the person has a right to be informed of the charges and to speak with a lawyer free of charge (this is called criminal duty counsel). If the person is subsequently detained because of her immigration status, the person is also provided with a lawyer free of charge (immigration duty counsel).

It is critical for an immigrant and/or refugee woman to consult with an attorney regarding the pending criminal charges and any potential immigration effects. The attorney may be able to negotiate a resolution that does not result in removal from Canada; it is important not to plead guilty to any criminal charges, even reduced charges, before determining the immigration consequences.

**The person can apply for a Legal Aid attorney if she cannot afford private counsel; BC Settlement Services may also provide counsel.<sup>42</sup> The Legal Services Society provides information about criminal trials.<sup>43</sup>**

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42 Justice Education Society: [www.justiceeducation.ca/resources/free-legal-services](http://www.justiceeducation.ca/resources/free-legal-services) Settlement Services: <http://issbc.org/programs/settlement-services/>

43 Legal Services Society [www.legalaid.bc.ca/resources/pdfspubs/Representing-Yourself-in-a-Criminal-Trial-eng.pdf](http://www.legalaid.bc.ca/resources/pdfspubs/Representing-Yourself-in-a-Criminal-Trial-eng.pdf)

## Practice Tips: Self-Reflection

### 1. BE KNOWLEDGEABLE ON THE ISSUES OF VIOLENCE AGAINST WOMEN

The woman will not disclose violence if she senses that you are not comfortable to talk about it. Familiarize yourself with your organization's policies on supporting women who have experienced violence.

### 2. BE AWARE OF THE UNIQUE CHALLENGES FACED BY IMMIGRANT AND REFUGEE WOMEN EXPERIENCING VIOLENCE

Without judgment, establish how the woman's social, cultural and religious background might have an impact on her circumstances. Understand the role of stress, as it relates to settlement.

### 3. BE ATTUNE TO PERCEIVED AND ACTUAL POWER

Recognize that we are in a position of actual and perceived authority. Our values and level of cultural safety can make interactions a positive or negative experience for the woman.

### 4. CHECK YOUR OWN PERSONAL VALUES, BIASES, AND ATTITUDES

Deal with personal biases (e.g. thoughts about abuse, religious beliefs, education, skin privilege, professional power imbalance), and learn how to step out of the role if you are having difficulty supporting the woman or feeling uncomfortable. Be aware of your own cultural values and beliefs and the effects they have on our responses.

### 5. AVOID THE "RESCUER" MENTALITY

Your role is not to rescue or save the woman. You can provide help and support. Make sure you establish the boundaries and clearly communicate what you can and cannot do.

### 6. HOLD THE WOMAN AT THE CENTRE

Remember that the woman is the expert on her own life. Her response to violence may not be the same as yours but she is making the best decision she can given her circumstance, experience and resources.

### 7. INCREASE CULTURAL CAPACITY

Be proactive in learning about different cultures and social norms. Keep this information in mind and at the same time do not make assumptions when interacting with the woman. Remember to ask the woman if you are unsure or need clarification on something.

## Practice Tips: Conducting a First Meeting and/or Intake

The first meeting with the woman is key to beginning to create safety and trust. As previously discussed, immigrant and refugee women may be weary of service providers and fearful of disclosing personal information. If service providers sense that the woman is anxious, instead of formally going through the intake forms, service providers can have a conversation, making note of key facts that can be recorded after the meeting.

Intake forms need only to collect information that is necessary to determine the appropriate needs and supports of the woman. Some programs use a generic initial intake form in the first meeting that collects primary data, such as the woman's name and contact details.

A secondary intake form to explore the woman's particular needs is used once the woman has settled in, and is hopefully more comfortable to have a deeper conversation. (See *Appendix C* for a sample intake form). Always ask the woman's permission to write down facts, and explain what will happen with the information.

The following outlines key points to consider during your first meeting with the woman.

### 1. ESTABLISH IF THE WOMAN NEEDS AN INTERPRETER

Even if she seems to be able to carry on a conversation in English, she may not be able to describe her situation effectively using English, especially if she is upset. Avoid using jargon and explain things in plain language. Ensure she has access to an interpreter if needed, and only use family or friends if she requests it (children should not be used under any circumstances). Never deny the woman access to your services because she cannot speak English.

### 2. ENSURE THE ENVIRONMENT IS SAFE FOR DISCLOSURES

Give her options about where she sits, and whether the door is open or closed. Communicate and emphasize confidentiality. Determine whether the woman wants the children to be in the room during the intake, as she may not want them to hear some of the details. Offer the woman written forms (if possible, translated into her language), which may create a safer avenue to disclose violence.

### 3. ACKNOWLEDGE THAT THE WOMAN IS THE EXPERT OF HER OWN CULTURAL NORMS.

No person is a stereotype of their culture of origin; each person is a unique blend of the many dimensions of diversity that they possess: ethnic group, upbringing, life experiences, place of birth, socio-economic circumstance, education. There is also always vast diversity within a cultural group. Although you should be knowledgeable about the norms of the woman's cultural group, never assume an individual follows any or all norms of that group.

#### 4. PHRASE QUESTIONS IN A CULTURALLY SAFE WAY

Practice asking about family violence in different ways (i.e. using the language of family relationship issues or parenting issues). Many immigrant and refugee women will not volunteer information on violence and abuse unless they are asked. Understand that this issue can be very sensitive and may be considered taboo.

#### 5. MIRROR OR COPY THE BEHAVIOURS OF THE WOMAN

Learn to adopt the social etiquette norms and verbal and non-verbal behaviours of the woman. Take cues about how to behave from the woman. If the woman addresses you in a formal way, you should address them in a formal way. If the woman speaks softly, you should lower your volume of voice. Pattern your eye contact, use of space, and conversational pace to that of the woman.

#### 6. ASK THE WOMAN'S PERMISSION TO WRITE DOWN SOME FACTS TO AID YOUR MEMORY

To her, you are an authority figure and she may be afraid of where the information will go once you have written it down. Explain to her why you are writing notes, and what you will use them for.

#### 7. ALLOW THE WOMAN THE SPACE TO TALK

Some women may need more time to feel ready to talk. Asking open-ended questions are more useful than close-ended questions. Be patient, and gently probe for concerns that may be holding the woman back from speaking.

#### 8. LISTEN TO THE WOMAN WITH OPENNESS

Avoid putting the woman in the position of feeling that she needs to defend or explain her cultural practices. If she feels the need to put energy into defending her cultural practices, energy is diverted away from the issue at hand.

#### 9. ASSESS

Be familiar with and attune to when the woman is at particularly high risk. Take appropriate actions based on the assessed level of risk.

#### 10. BE PATIENT

Depending on the situation the woman is coming from, she may not be ready to talk. She may first need to know that she is safe; what options and support are available to her; and that you would like to have a conversation with her once she has settled in, to hear more about her situation and identify how you can best support her at the Transition House. Create space for this possibility. Do not force the conversation.

## Practice Tips: Information and Referrals

### 1. ADVISE THE WOMAN OF HER OPTIONS AND SUPPORT HER TO MAKE INFORMED DECISIONS

The woman may not know what her options are, or may have misinformation about the options available. Provide all relevant information and explain what the services' mandates are. Do not make assumptions about what she may or may not know.

### 2. FOCUS ON EMPOWERMENT

Help the woman make her own choices and decisions. Recognize that she may not have been encouraged or allowed to make decisions in the past.

### 3. ASK FOR CONSENT

Before referring the woman to services, make sure she has given you permission to do so. Always make inquiries on behalf of the woman without using her identity.

### 4. PRACTICE PROCESS TRANSPARENCY

Ensure she understands every step of the process, and what to expect. Whenever possible, have her in the same room when you make the referrals. For a smooth process, facilitate the first contact with the external service provider.

### 5. BE AWARE OF HER RELATIONSHIP WITH HER COMMUNITY

Despite leaving the abuser(s), the woman may continue to have close relationships within her community. Conversely, she also may choose not have any contact with her community. Do not assume that the woman will prefer to receive services from someone within her own community.

### 6. PROVIDE ACCESSIBLE INFORMATION IN MULTIPLE LANGUAGES

Have brochures, pamphlets, fact sheets, DVDs, and other communication formats in multiple languages, and place them at locations women can easily access. Be very familiar with the materials, and ready to answer questions about the information outlined in them.

### 7. ASSIST WITH HOUSING SEARCH

Provide descriptions of all housing options, and information about neighbourhoods. Support for women searching for housing can include assistance to call landlords; accompaniment to viewings; providing child-care and transportation; and filling in forms for housing applications and subsidies.

## **8. ASSISTANCE WITH TRANSPORTATION**

Drive or take the bus with women to orient them to the area. This could include accompanying women to their appointments, first days of school for their children, etc. to get them familiar with the routes and transit system.

## **9. KEEP INFORMATION UP-TO-DATE**

Periodically check to make sure that the contact information for other agencies is still correct. Discard any outdated pamphlets. Ensure that information on new programs and services is made available to the women, ideally in their own language.

## **10. OUTREACH AND ACCOMPANIMENT**

Offer visits to the woman outside of the office, or in a less formal setting, to help her feel that the services are approachable. Accompanying the woman to meetings with other service providers can help her feel less alone while navigating systems.

## **11. BE ALERT TO THE WOMAN'S NEEDS, PREFERENCES, AND EXPECTATIONS**

You may need to consider modifying the case plan to address what is important to the woman, before working on the priorities you have identified. If you are in the position of making recommendations to the woman, whenever possible try to explain the recommendations from their frame of reference, instead of from your perspective.

## Practice Tips: Support and Safety Planning

### 1. ASK AND LISTEN

Ask the woman what she needs, and listen without judgment. Pay attention to what is said, as well as to what is missing from her statements, as both can be very informative.

### 2. DETERMINE IF THERE ARE CHILDREN INVOLVED

Consider when it is appropriate to ask the woman about the impact of the violence on her children, as there may be implications for her actions. The woman may have fears that the children will be taken away if she discloses violence.

### 3. USE ACTIVE LISTENING SKILLS

Use empathy, validation, and normalization to help the woman feel heard. Be compassionate, and convey that you are concerned about her health and wellbeing.

### 4. DEVELOP TRUST AND RAPPORT

Many women find it difficult to talk about violence within the family to people they have not developed trust and rapport with. Make extra efforts and allow more time to build trust.

### 5. RECOGNIZE PRE-ARRIVAL EXPERIENCE

The woman's pre-arrival experiences may include torture and trauma, such as abuse at the hands of police, government officials, and workers who were meant to protect them; this means that it will often be more challenging for the woman to form trusting relationships with service providers.

### 6. AVOID BUILDING DEPENDENCY

Clearly explain your role and establish an understanding of service expectations. Be flexible but structured around setting boundaries.

### 7. EXPLORE PERSONAL STRENGTH AND SUPPORT

Recognize the woman's strengths, and help her identify her own resilience. Ask the woman about her informal support systems, whether they are close or distant, and whether they are supportive. Keep in mind that family, companions, faith communities, and cultural communities may or may not be supportive; always consider the woman's best interest.

### 8. CREATE A RELEVANT SAFETY PLAN

Develop the safety plan together with the woman. Discuss options and resources that will enhance her safety. Ask her to reflect on the safety plan and evaluate whether it is realistic and doable.

## ORGANIZATIONAL APPROACHES

### FOSTER CROSS-SECTOR SUPPORT AND COLLABORATION

#### Enhance cross-sector support and collaboration

Cross-sector partnerships and collaboration can greatly improve the success of individual service providers or agencies in assisting and advocating for immigrant and refugee women leaving violence. Settlement workers are often the first point of contact for immigrant and refugee women experiencing violence. Strengthening working relationships; mutual education about each others' services; identifying and taking advantage of opportunities for cross-training (e.g. the dynamics of abuse for settlement agencies, and cultural safety for Transition House staff); and creating women-centred referral protocols, can better support women reaching out and connecting with the supports they need. The Knowledge Exchange Toolkit<sup>44</sup> provides guidelines on how the settlement and anti-violence sectors can strengthen their working relationships.

Collaboration and coordination among various services and supports, including sitting on joint committees, will enhance the capacities of agencies to better serve immigrant and refugee women, as well as provide follow-care and long-term supports. Seek out and establish connections with other stakeholders; be aware of the roles these organizations play, how they can support immigrant and refugee women, and how agencies can work together to coordinate resources and services. However, as a coordinated response often incorporates the expertise and involvement of criminal justice agencies, ethno-cultural women may be reluctant to use these services in light of the considerable research documenting that discrimination, racism, or complication in the immigration process.<sup>45</sup> Be mindful of how highly integrated coordinated approaches may create additional barriers for some women, who may decline access to one system for fear of the consequences of involving another.<sup>46</sup>

### ENCOURAGE STAFF DEVELOPMENT

#### Provide training

Provide ongoing training to staff, management, and boards on cultural safety, to develop skills and cultural capacity. Identify knowledge gaps, and address them by seeking out training with settlement agencies and other organizations working with immigrant and refugee women.

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44 The Knowledge Exchange Toolkit: Supporting Immigrant and Refugee Women and Children Dealing with Violence in their Relationships. Retrieved from [www.mcf.gov.bc.ca/podv/pdf/knowledge\\_exchange\\_toolkit.pdf](http://www.mcf.gov.bc.ca/podv/pdf/knowledge_exchange_toolkit.pdf)

45 Whitaker, D. J., Baker, C. K., Pratt, C., Reed, E., Suri, S. and Pavlos, C. (2007). A network model for providing culturally competent services for intimate partner violence and sexual violence. *Violence Against Women*, 13(2), 190–209.

46 Tutty, L., Giurgiu, B., Traya, N., Weaver-Dunlop, J. and Christensen, J. (2010). Promising Practices to Engage Ethno-cultural communities in Ending Domestic Violence. The Alliance to End Violence: Calgary, AB. Retrieved from [www.ucalgary.ca/resolve-static/reports/2010/2010-04.pdf](http://www.ucalgary.ca/resolve-static/reports/2010/2010-04.pdf)

## Disseminate information

Share information and changes in services with all staff and managers. Be aware of legislation that is relevant to supporting immigrant and refugee women. Ensure that all levels of the organization are well informed and kept up-to-date.

## RAISE AWARENESS

Prevention and intervention models in the violence against women sector that explore how to better engage ethno-cultural communities are still perceived to be in their infancy.<sup>47</sup> Raise awareness and visibility of your organization and what you offer, as well as awareness about violence against women and other community support options. Be creative in the ways you reach out to women, and ensure that your outreach is easily accessible, and in various languages (e.g. apply for grants to translate written materials).

A number of effective strategies were identified by women and service providers through the Building Supports project:

- Use appropriate media for connecting with the target audience, e.g. use social media to get the attention of young people; create radio and television programs in community languages.
- Radio and television may be the best point of access. Consider creating educational television or radio programs in the languages of the refugee and immigrant communities in your area, on the topics of family violence and the support options available in your community.
- Recognize the importance of language classes, and opportunities for training and education for immigrant and refugee women. Language classes were the place where many women who participated in the Building Supports project received their first support and referrals related to their experiences of violence. These classes are a key opportunity for outreach and information sharing about violence and housing, with both the women attending classes, and the teachers and staff who support them.

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<sup>47</sup> Simbandumwe, L., Bailey, K., Denetto, S., Migliardi, P., Bacon, B. and Nighswander, M. (2008). Family violence prevention programs in immigrant communities: perspectives of immigrant men. *Journal of Community Psychology*, 36. 899–914

## Key factors for effective awareness raising across diverse immigrant and refugee communities:

- **Genuine leadership:** A representation of influential and respected immigrant and refugee community leaders—female, male, youth—from a range of backgrounds is required to publicly denounce violence against women, and contribute to community education efforts.
- **Constructive messaging:** Violence prevention initiatives must deliver constructive messages about, and present positive images of, healthy relationships, families and communities—not of abused women and children.
- **Consultation with individual immigrant communities:** This is essential to ensure that violence prevention messages, visuals, language, and strategies are tailored to each community.
- **Tailored approach:** “One-size-fits-all” violence prevention initiatives do not work across immigrant and refugee communities. Instead, initiatives must be specifically tailored to each individual community, guided by cultural norms, and be within an appropriate and meaningful cultural context. Visuals, language, and messages should be specific to each community.
- **Recognize social diversity:** Strategies should recognise all facets of social diversity such as age, gender, culture, ethnicity, class, disability, sexual orientation, gender identity, religion.
- **Utilize a variety of communication and social marketing strategies:** Using community forums, electronic media, printed communication materials, and multi-media communication campaigns, will ensure increased access to significant proportions of ethnic communities. Efforts designed to prevent violence against immigrant and refugee women should be the responsibility of, or greatly involve, multicultural and/or ethno-specific agencies and organizations.
- **Collaborate:** Mainstream agencies and organizations seeking to engage in violence awareness and prevention efforts are encouraged, whenever possible, to do so in equal collaboration with multicultural and/or ethno-specific counterparts.
- **Use positive messages focused on the importance of respectful gender relations and healthy family relationships:** Messages directed at males should focus on positive expressions of masculinity, including respect for women. Messages targeting children and young people should focus on positive living, development, and engagement with others.<sup>48</sup>

In addition, awareness campaigns are more effective when messages are community specific, in the first language of each community, and by people who are known and respected by the communities that deliver them.<sup>49</sup> Once you have begun your awareness campaign, set up a hotline to receive calls and inquiries, and to refer people to relevant services and supports.

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48 Poljski C. (2011). *On Her Way: Primary prevention of violence against immigrant and refugee women in Australia*. MCWH: Melbourne.

49 Tutty, L., Giurgiu, B., Traya, N., Weaver-Dunlop, J. and Christensen, J. (2010). *Promising Practices to Engage Ethno-cultural communities in ending domestic violence*. The Alliance to End Violence: Calgary, AB. Retrieved from [www.ucalgary.ca/resolve-static/reports/2010/2010-04.pdf](http://www.ucalgary.ca/resolve-static/reports/2010/2010-04.pdf)

## ENGAGE COMMUNITY

Women at risk are often isolated and confined to their homes. Consider comprehensive, coordinated and culturally safe strategies to reach out to, and engage, ethno-cultural communities, and immigrant and refugee women who are experiencing abuse. Programs developed in partnership with, and led by refugee communities themselves, have proven to be highly successful in both preventing and effectively responding to violence against women. Empowering the community to address violence against women will help ensure that initiatives are relevant and useful.

Violence against women can be a sensitive topic for some communities. Framing the issue so that it is not stigmatizing or threatening for the community, for instance as a family safety or family health matter, can help with community engagement.

## WORK AND ENGAGE WITH MEN

It is important to involve men and male community leaders in addressing violence against women, because men will often listen more readily to other men—particularly male community leaders.<sup>50</sup> Men can be allies and community ambassadors in addressing violence against women, and in helping other men in the community better understand their role in creating safe and healthy families and communities.

In Levine’s research (Studies of Community Initiatives, 2011) community groups considered helping the perpetrator as important as helping the victim and her children. Consider counseling and programming for men, particularly important in cases where women are not considering leaving. Within BC there are a number of programs for men.<sup>51</sup>

### Examples from the Field: Enhancing Harmony

Abbotsford Community Services “Enhancing Harmony” program provides a respectful relationship counseling group for men focusing on the prevention of violence. The program is offered in Punjabi, Hindi, Urdu, and English:

[www.abbotsfordcommunityservices.com/programs/multi-cultural-immigrant-services/indo-canadian-spousal-assault-program](http://www.abbotsfordcommunityservices.com/programs/multi-cultural-immigrant-services/indo-canadian-spousal-assault-program)

50 Levine, M, and Benkert, N. (2011). Case Studies of Community Initiatives Addressing Family Violence in Refugee and Migrant Communities: Final Report. Ministry of Social Development and Ministry of Women’s Affairs, Wellington.

51 BC’s Treatment Programs for Men Who Abuse Their Partners: [www.phac-aspc.gc.ca/sfv-avf/sources/fem/fem-dir-trtmt-male/bc-eng.php](http://www.phac-aspc.gc.ca/sfv-avf/sources/fem/fem-dir-trtmt-male/bc-eng.php)

## 4. IMPLEMENTING CULTURALLY SAFE PROMISING PRACTICES

Due to a number of factors, including organizational capacity and resources, what and how much an organization is able to implement culturally safe practices will vary widely. Below are some factors to consider, to ensure both cultural and physical safety in programming.

### FOSTER ORGANIZATIONAL SELF-AWARENESS

Acknowledge the culturally predominant beliefs of your own organization and be aware of any ethnocentricity that may exist. Review existing protocols and policies to incorporate Promising Practices. Evaluate the level of organizational diversity, and make a commitment to create an inclusive and diverse environment.

Use the Cultural Safety Assessment Tool (*Appendix E*) as a starting place to identify gaps and barriers in current services.

### ENCOURAGE STAFF DEVELOPMENT

Provide ongoing training to front line staff, managers, and executive directors to develop skills and cultural capacity. Identify knowledge gaps and seek out training specifically addressing them. Share information and changes in services with all staff and managers. Be aware of legislation that is relevant to supporting immigrant and refugee women. Ensure that all levels of the organization are well informed and kept up-to-date.

### COLLECT EVALUATION/ FEEDBACK FROM WOMEN

Seek out feedback - through surveys, focus groups, feedback forms, or a women's advisory committee - from the women that access your organization. Equally important, include feedback from the women that don't. This can assist in identifying gaps and/or inequities in practices and policies.

### CONDUCT POLICY REVIEW

Ensure that flexible and responsive policies, and regular policy review, are an important part of organizational culture. Have mecha-

#### Examples from the Field: Transparency and Flexibility With the 30-Day Stay Policy at Transition Houses

As the 30-day-stay policy is flexible, extensions can occur when Transition House staff see the need. During the Building Supports project research, many immigrant and refugee women who had previously stayed in a Transition House shared their confusion about how that decision is made. Transparency about the extension process and about who is eligible is needed, and could benefit both transition house staff and the women accessing services, as well as reduce feelings of discrimination and inequity in practices and policies.

nisms in place that allow staff to bring issues forward when policies are creating barriers to offering relevant services. Incorporate regular policy review processes that enable organizations to adapt to the needs of individuals accessing services. Have policies that are clearly defined and accessible, including transparency about eligibility and processes.

## CREATE ACTION PLANS

Convincing people that change is necessary takes strong leadership and visible support from key people within the organization. “Managing change isn’t enough—you have to lead it.”<sup>52</sup> Plan carefully, and build a strong foundation to be successful in creating change and moving towards culturally safe Promising Practices.

Once your agency and staff are on board with becoming more culturally safe and responsive to the needs of immigrant and refugee women, create a committee to take the lead and maintain momentum around the need for change. This committee would ideally include staff, management, as well as women with lived experience. Identify gaps and barriers in current policies and practices, then create a clear overall vision to help everyone understand what the organization is trying to achieve, and to help with buy-in. Next, create a strategy to accomplish the vision. Staff concerns and anxieties should be addressed openly and honestly.

Use the Action Plans (*Appendix F*) to help identify what individual staff can do differently to better support immigrant and refugee women; what the agency can do differently; and, what practices and policies are feasible to implement: immediately, short-term, and long term. Maintain momentum and buy-in through identifying some sure-fire short-term targets that can be implemented quickly, without much opposition or resistance.

As your organization moves forward to address gaps and barriers in your policies and practices, it is only natural that disagreements and conflicts will arise. To more effectively deal with this, consider:

- What are some of the challenges of implementing the action plan?
  - Which of these challenges can be overcome?
  - How can these challenges be overcome?
- How will you know the process is working? What might some of the milestones be?
- How may immigrant and refugee women’s experience of receiving services change?

Recognize and reward individuals for supporting the change process. Identify people who are resisting the change, and help them understand why it’s needed.

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52 Kotter’s 8-Step Change Model. Retrieved from [www.mindtools.com/pages/article/newPPM\\_82.htm](http://www.mindtools.com/pages/article/newPPM_82.htm)

**A number of tools provide a process for agencies to conduct an agency or program assessment, to help identify gaps in services as well as areas for improvement:**

**The Practice Implementation Manual: A Guide for Sharing Promising Practices in VAW Transition Houses and Shelters, 2016. Canadian Network of Women's Shelters and Transition Houses:**

[http://endvaw.ca/wp-content/uploads/2016/05/PIM\\_Manual\\_ENG\\_WEB\\_new\\_042416.pdf](http://endvaw.ca/wp-content/uploads/2016/05/PIM_Manual_ENG_WEB_new_042416.pdf)

This resource is designed specifically for Transition Houses to assist with the implementation of Promising Practices. It provides a ten-step framework to assist in the reviewing, updating, and/or implementing of new practices, projects, or programs.

**Creating Accessible, Culturally Relevant Domestic Violence and Trauma-Informed Agencies, 2012. Accessing Safety and Recovery Initiative and National Centre on Domestic Violence, Trauma and Mental Health.:**

[www.nationalcenterdvtraumamh.org/wp-content/uploads/2012/03/ACDVTI-Self-Reflection-Tool\\_NCDVTMH.pdf](http://www.nationalcenterdvtraumamh.org/wp-content/uploads/2012/03/ACDVTI-Self-Reflection-Tool_NCDVTMH.pdf)

This tool provides agencies with a self-reflective process to build capacity to support diverse women, exploring seven areas:

- Organizational Commitment
- Physical and Sensory Environment
- Intake and Assessment
- Program and Services
- Staff Support
- External Relationships
- Evaluation and Feedback

## 5. APPENDICES

### APPENDIX A: UNDERSTANDING THE ISSUES

#### VIOLENCE AGAINST IMMIGRANT AND REFUGEE WOMEN

While there is no statistical evidence to indicate that violence against women is more prevalent among immigrant and refugee women than it is among the general population in Canada, current and ongoing research, coupled with the experience of frontline service providers, suggest it is possible that immigrant and refugee women experience higher severity and prevalence of violence.<sup>53</sup> It is difficult to get accurate statistics on the incidence of violence among immigrant and refugee women, because the barriers they face make it more difficult for them to report the abuse and get the help they need. “The BC Coroner statistics between 1994 and 2009 reveal there were 153 deaths as a result of domestic violence. Immigrants and refugees make up 25 per cent of the overall population of the province of British Columbia and yet, in that time frame, they made up 40 per cent of the deaths.”<sup>54</sup> Although immigrant, refugee, and non-status women experience the same forms of violence in their intimate relationships as those experienced by Canadian-born women, they also face particular barriers and vulnerabilities, including:

- Language and cultural barriers.
- Dependence on a partner for immigration status, and fear of deportation if the abuse is disclosed.
- Lack of knowledge of rights, and/or mistrust of authorities.
- Losing her children.
- Losing her economic security.
- Fear of being rejected or ridiculed by her community, both in Canada and in her home country.
- Separation from her family, community, and support system.<sup>55, 56, 57, 58</sup>

One form of abuse faced uniquely by immigrant, refugee, and non-status women is the threat of reporting them to the immigration authorities and of having them deported. Many women fear deportation even if they have the right to remain in Canada, because their partner may keep them uninformed of their full rights. Immigration, refugee,

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53 The Safety of Immigrant, Refugee, and Non-Status Women Project. (2012). Ending Violence Association of BC, MOSAIC, and Vancouver & Lower Mainland Multicultural Family Support Services Society: BVC

54 *ibid*

55 Provincial Office of Domestic Violence. (2014). British Columbia's Provincial Domestic Violence Plan. Retrieved from [www.mcf.gov.bc.ca/podv/pdf/dv\\_pp\\_booklet.pdf](http://www.mcf.gov.bc.ca/podv/pdf/dv_pp_booklet.pdf)

56 Ministry of Public Safety and Solicitor General. (2007). Violence Against Women in Relationships: Victim Services Worker Handbook. Retrieved from [www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/victims-of-crime/vs-info-for-professionals/info-resources/victim-service-worker-vawir.pdf](http://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/victims-of-crime/vs-info-for-professionals/info-resources/victim-service-worker-vawir.pdf)

57 McDonald, S. (1999). Not in the numbers: Domestic violence and immigrant women. *Canadian Woman Studies*, 19(3), 163–167.

58 Kulwicky, A., Aswad, B., Carmona, T. and Ballout, S. (2010). Barriers in the utilization of domestic violence services among arab immigrant women: Perceptions of professionals, service providers & community leaders. *Journal of Family Violence*, 25(8), 727–735. doi:<http://dx.doi.org/10.1007/s10896-010-9330-8>.

and sponsorship processes often put one partner in a position of power over the other. The reinforcement of power imbalances works in favour of an abusive partner or spouse. Isolation, language barriers, and economic dependence also are common experiences for immigrant and refugee women.

Immigrant and refugee women also face particular barriers to accessing justice and support services, often including lack of access to information on their legal rights and recourse, as a result of isolation or language barriers. In situations of violence, women can “fall through the cracks” between women’s organizations and settlement organizations, due to a lack of awareness and training of front-line workers regarding the particular vulnerabilities and problems they face.

In the 2006 Census, over one in three immigrants who arrived just two years prior, fell below the poverty line. More recently in 2011, Statistics Canada found that 16.5 per cent of immigrants were “low-income” for seven of their first ten years in Canada, and that all immigrants are more likely to be low income than native-born Canadians. In their first years of arrival, immigrants have higher rates of unemployment than Canadian born residents. For example, in 2011 unemployment rates were 6.3 per cent for native born persons, 9.1 per cent for all immigrants, and 14.2 per cent for recent immigrants.

## HOUSING

Housing is a core human right and a critical resource to facilitate women’s ability to leave domestic violence, and to re-establish health and wellbeing (Baker, Nolon and Oliphant, 2009; Paglione, 2006; Paterson, 2009; Rollins et al., 2012). Yet, immigrant and refugee women identify housing as one of the under-provided services required to leave an abusive relationship. Studies in Canada and other developed nations show that women face many barriers to accessing safe, affordable, and culturally appropriate housing after leaving violence (Allagia et al., 2009; Baker et al., 2009; Barata and Stewart, 2010; Champion et al., 2009). Research reveals that immigrant and refugee women are especially vulnerable after leaving violent relationships due to a range of social factors, including poverty and racism. Sponsorship agreements, exploitation by landlords, the threat of child apprehension, and the lack of culturally-specific services are additional layers that these women must negotiate in their attempts to access services while escaping violence.

It is important to note, from the outset, that violence against women does not occur more frequently in immigrant communities; however, “the experiences of immigrant women in domestic violence situations are often exacerbated by their specific position as immigrants, such as limited host-language skills, isolation from and contact with family and community, lack of access to dignified jobs, uncertain legal statuses, and experiences with authorities in their origin countries” (Menjívar and Salcido, 2002, p. 898). Furthermore, violence experienced by immigrant women is often invisible or silenced (Hancock, 2007; Hyman et al, 2006). Cultural context and attitudes and legal status play an important role in immigrant women’s increased vulnerability to violence, experience of domestic violence, and access to supports and services, including housing (Abu-Ras, 2007; Galano, 2013; Keller and Brennan, 2007; Kim-Goa and Baello, 2008; Raj and Silverman, 2002; Thurston, 2013).

This review of the literature suggests that housing for immigrant women fleeing violence is significantly under-researched. However, despite the lack of research focused on the issue of housing for immigrant and refugee women leaving violence, there is an abundance of research on violence against immigrant women, and on services for immigrant women fleeing violence. Within this larger body of research, housing is often mentioned as a key factor in women's ability to leave a violent relationship, and as one of the most under-provided services. Housing problems affect 25–50 per cent of all women who have separated from abusive partners, and domestic violence is a significant risk factor for housing instability and homelessness at a time when women's risk of violence is heightened (Baker, Cook and Norris, 2003; Baker, Niolon and Oliphant, 2009; Botein and Hetling, 2010; Pavao et al., 2007; Ponc and Jategaonkar, 2010). In part, this is due to the assumption that women should leave abusive partners and, therefore, leave their homes (Baker et al., 2003). Although temporary housing options exist, it may take several months or years for women to secure affordable housing. Limited short- and long-term housing options lead many women to consider staying with, or returning to, abusive partners (Galano et al., 2013; Melbin, Sullivan and Cain, 2003; Ponc et al., 2011).

### Transitional Housing

Women leaving violence may access informal (e.g. family, friends) and/or formal (e.g. transitional housing, subsidized housing) housing supports (Baker, Niolon and Oliphant, 2009). Immigrant and refugee women often lack support networks that might be able to provide informal housing supports (Thurston et al., 2013). Transitional housing in BC includes Transition Houses, which provide temporary short-term shelter (typically no longer than 30 days, although exceptions are made) for women and children leaving violence; second stage houses, which offer affordable temporary housing (6–18 months) with built-in support and programming; third stage houses, which provide independent long-term housing (2–4 years) for women after leaving violence; and, safe houses, which offer short-stay placements for women and their children fleeing violence in small rural communities.

Currently, there are more than 100 Transition Houses, second stage houses, third stage houses, and safe homes in BC. Transition House services are critical to women's safety after leaving violence, yet the demand for these services exceeds the supply, and women are regularly turned away from transition and second stage housing services (Baker, Niolon & Oliphant, 2009; BC Society of Transition Houses, 2013). Women from immigrant communities are underrepresented in Transition Houses; the findings from Phase One of the Building Supports project help shine a light on some of the factors that contribute to the low number of immigrant and refugee women who access Transition Houses:

- Language and cultural barriers.
- Shame and fear of disclosure.
- Lack of familial support and financial security.
- Lack of knowledge about available services and how to access them, including Transition Houses.
- Misconceptions about Transition Houses.
- Concerns about communal living.

- Concern about discrimination.
- Time limits on Transition House stays.

## Social and Market Housing

Social (i.e. subsidized/public) and market rental housing provide the bulk of housing options for immigrant and refugee women leaving violence. However, women face a multitude of barriers when accessing long-term housing. In particular, women face housing discrimination after leaving violence, with landlords admitting they would be hesitant about renting to women leaving domestic violence due to assumptions that the women would have difficulty paying rent, or that their ex-partners would bring violence to the unit (Barata and Stewart, 2006; Poncic et al., 2011). Research has also revealed that women living in social housing experience high levels of violence and harassment (including harassment by former abusive partners), and a heightened fear of crime, which compounds the stress associated with leaving violence and living in poverty (Alvi, Schwartz, DeKeseredy and Maume, 2001; DeKeseredy, Alvi, Schwartz and Perry, 1999; Poncic and Jategaonkar, 2010). For immigrant and refugee women, research further suggests that gender and racial discrimination shape their experiences of seeking housing after leaving domestic violence, and that racial discrimination and harassment in social housing may serve to compromise immigrant women's safety (Anitha, 2011; Baker et al., 2010; Bowes, Dar and Sim, 2000). Paglione (2006, p. 120) reminds us that "the universally accepted human right to housing specifically includes the right to live free from domestic violence; therefore, this right is blatantly violated when domestic violence occurs. The prevention and eradication of domestic violence should consequently start with the protection of women's right to adequate housing."

## The Right Support

Access to short- and long-term housing is critical to the safety of immigrant and refugee women leaving relationship violence. Yet, accessing housing may be more difficult without the support of anti-violence and immigrant settlement services. For instance, Thurston and colleagues (2013, p. 291) found that most of the immigrant and refugee women in their study secured housing over a six-month period but "the majority found their housing through direct advocacy by service providers from women's shelters and immigrant-serving agencies." Advocacy included, in particular, guiding women through the process of searching for housing; writing letters of support for housing or income assistance; and accompanying women to appointments to view housing (Thurston et al., 2013). The authors noted that cultural competency, and working relationships with housing providers, greatly improved the success of anti-violence service providers in advocating for housing for immigrant and refugee women leaving violence.

It is important that services for immigrant and refugee women leaving violence, be culturally relevant and women-centered (Hancock, 2006; Kasturirangan et al, 2004; Latta and Goodman, 2005; Tummala-Narra, 2007).

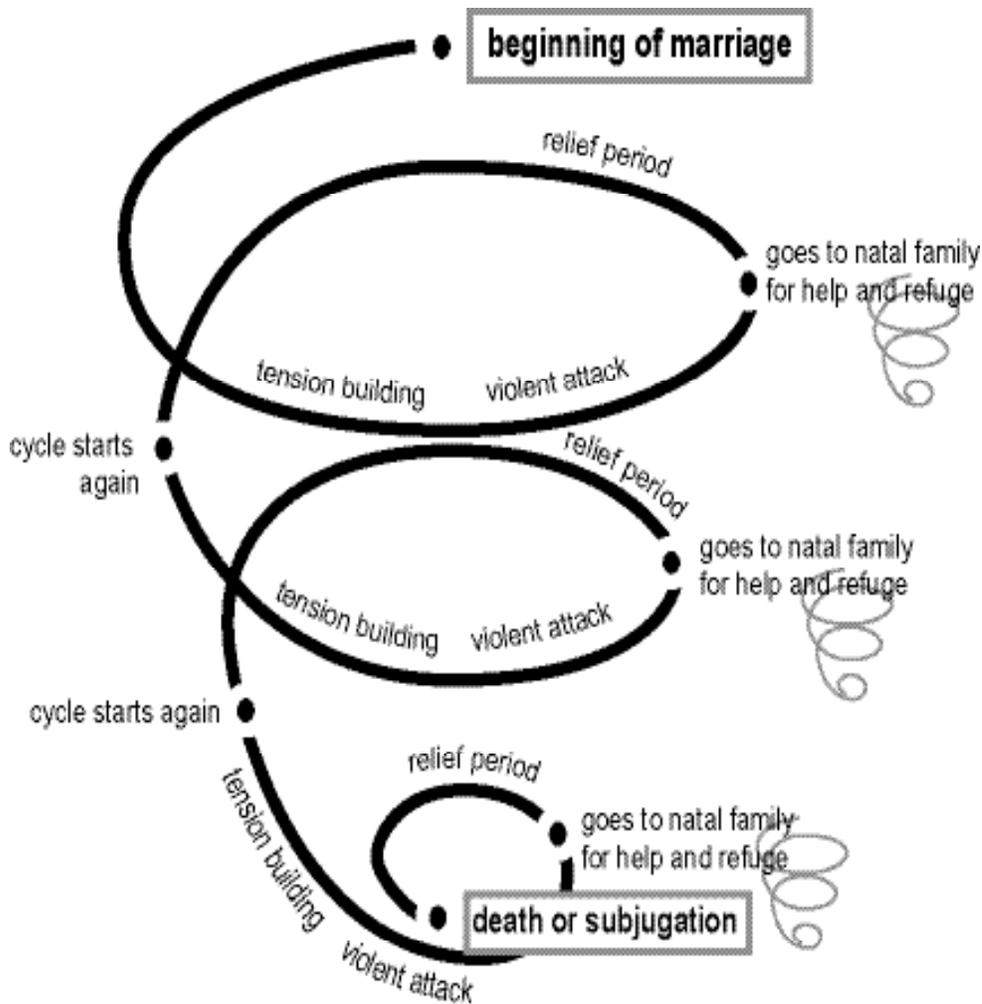
Researchers and service providers must also recognize that immigrant and refugee groups are heterogeneous, and that their needs are likely to vary widely based on multiple intersecting factors. In developing culturally rele-

vant services, it is important to recognize the differences between cultural awareness, or the acknowledgement of cultural differences; cultural sensitivity, or respecting these differences; cultural competency, or working effectively with women from different cultures; and, cultural safety, or supporting cultural identity based on the needs of the individual and addressing power imbalances in the relationship between service providers and women seeking services (Baba, 2013). In the context of housing for immigrant and refugee women leaving violence, cultural safety requires an acknowledgment that housing access is not equitable.

## APPENDIX B: ALTERNATIVES TO THE CYCLE OF VIOLENCE

If the traditional Cycle of Violence does not fit the woman's experience of abuse, the Coiled Spring of Domestic Violence, created by advocates in Masum, Pune, India, the Lifetime Spiral of Gender Violence or the Immigrant Power and Control Wheel can be important alternative tools to aid understanding of violence in marriage.

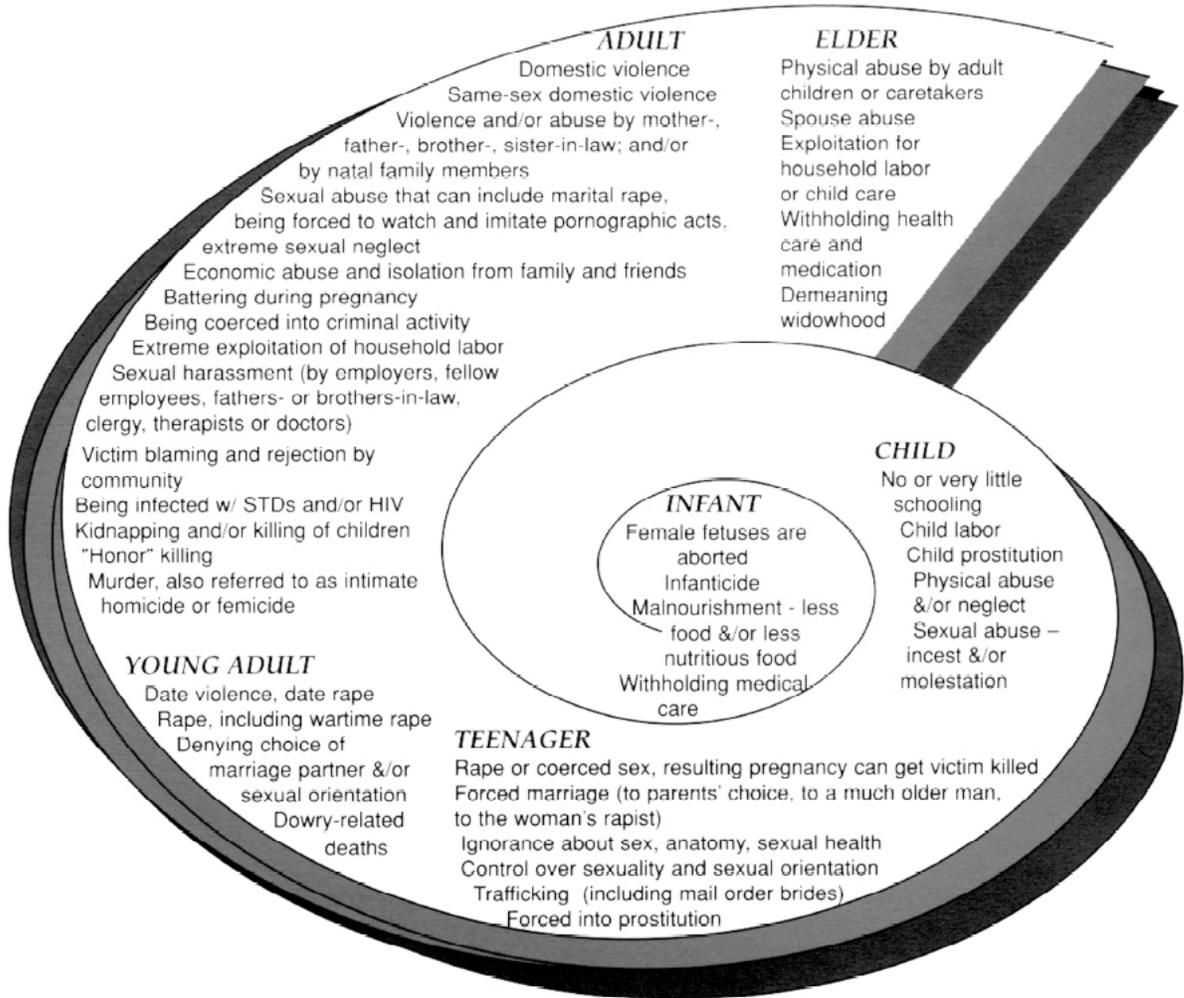
### COILED SPRING OF DOMESTIC VIOLENCE



## LIFE TIME SPIRAL OF GENDER VIOLENCE

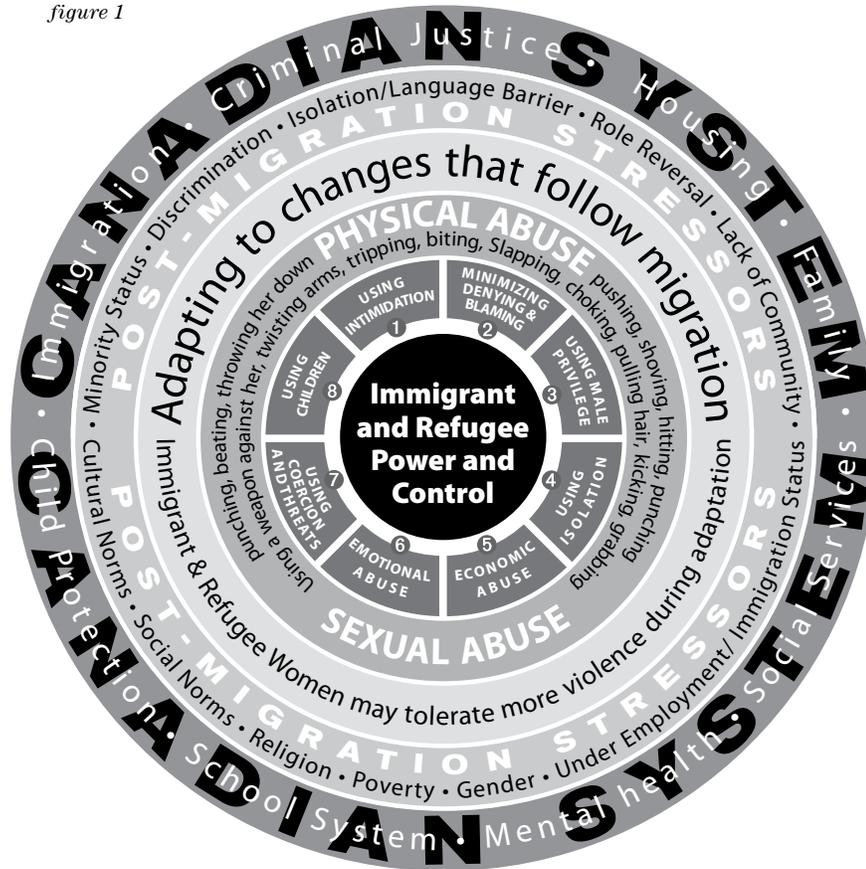
### ABUSES ENDURED BY A WOMAN DURING HER LIFE CYCLE

Although some of these occur at a specific stage in a woman's life, most can reoccur or continue throughout her life. *Do you have anything to add?*



## IMMIGRANT POWER AND CONTROL WHEEL<sup>59</sup>

figure 1



### 1 USING INTIMIDATION

- Making her afraid by using looks or gestures
- Destroying her property here and in her country of origin
- Abusing friends and relatives close to her
- Threatening to throw harmful substances

### 2 MINIMIZING, DENYING AND BLAMING

- Making light of the abuse
- Not taking her concerns about it seriously
- Saying the abuse didn't happen
- Shifting responsibility for abusive behavior by saying she caused it
- Saying the system doesn't favor women who are non-citizens

### 3 USING MALE PRIVILEGE

- Treating her like a servant
- Making all the big decisions
- Defining men's and women's roles
- Use the community to make her return
- Object to cultural and traditional beliefs

### 4 USING ISOLATION

- Using cultural expectations to control what she does, who she sees and what she reads
- Screening her mail
- Withholding important papers
- Screening or listening in on her telephone calls to control who she talks to and what she says

### 5 ECONOMIC ABUSE

- Not allowing her to have knowledge about finances
- Not allowing her to send money overseas, but sending it himself
- Trading women and girls to settle debts
- Seeing mail order brides as personal property
- Not letting her have or earn money

### 6 EMOTIONAL ABUSE

- Women & girls are not to be seen or heard
- Putting her down, "You're stupid, you can't even read/write English."
- Putting her down, making her think she is crazy
- Playing mind games
- Blackmailing her & making her guilty

### 7 USING COERCION AND THREATS

- Threatening to call immigration to report her, kids and/or family
- Stopping the processing of her sponsorship
- Calling the police on her
- Threatening to take the kids to country of origin
- Threatening to report her to welfare
- Threatening to destroy her passport and legal papers

### 8 USING CHILDREN

- Valuing male children above females
- Making her feel guilty about her children
- Using visitations to harass her
- Threatening to take the children away

59 "Battered Women's Support Services. (2010) Empowering Non-Status, Refugee and Immigrant Women Who Experience Violence Maunal. Vancouver , BC. (pg 50)

## APPENDIX C: SAMPLE INTAKE FORM - ENGLISH

All the sample forms below are template forms that you can amend for your own program's needs. They are simply options for you and your program to consider.

### BASIC CONTACT INFORMATION FOR INTAKE PURPOSES

The following information is requested in order for us to best support you during your stay. Only answer questions you feel comfortable and safe answering.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Languages spoken: \_\_\_\_\_ Preferred Language: \_\_\_\_\_

Interpreter needed: \_\_\_ Yes \_\_\_ No

If we need to contact you, what is the safest number to reach you?

Telephone: \_\_\_\_\_ day \_\_\_\_\_ evening

Can we leave a message at this number?

To ensure your privacy, program staff will not initiate conversations or contact you outside of the program. We leave that to your discretion.

### CHILDREN

Child(ren)'s name(s) \_\_\_\_\_

Date(s) of Birth \_\_\_\_\_

Care Card Number(s) \_\_\_\_\_

Health or other concerns regarding your child(ren) \_\_\_\_\_

Name of child(ren) not with you at the Transition House \_\_\_\_\_

Do you and your partner share guardianship of your child(ren) ? \_\_\_ Yes \_\_\_ No

What if any, agreements or court orders do you have relating to your child(ren)?

\_\_\_\_\_  
\_\_\_\_\_

### MEDICAL ALERT

Medical or special needs:

- |  |                                     |
|--|-------------------------------------|
| <input type="radio"/> Access issues    | <input type="radio"/> Addictions    |
| <input type="radio"/> Allergies        | <input type="radio"/> Mental health |
| <input type="radio"/> Dietary concerns | <input type="radio"/> Other _____   |
| <input type="radio"/> Medications      |                                     |

If you checked any of the above, please provide additional information so we can best support you.

\_\_\_\_\_  
\_\_\_\_\_

Health Care Provider's Name(s): \_\_\_\_\_ Tel. \_\_\_\_\_

Emergency contact:

Name \_\_\_\_\_ Relationship \_\_\_\_\_  
Tel. \_\_\_\_\_ Address \_\_\_\_\_

### CITIZENSHIP STATUS

We support all women regardless of citizenship status. How would you describe your status?

Citizenship status: \_\_\_\_\_

Date of landing/arrival: \_\_\_\_\_

If relevant:

Sponsored by: \_\_\_\_\_ Years of sponsorship: \_\_\_\_\_

### SPECIAL NEEDS

Do you have any food preferences or dietary needs? (e.g. vegetarian, halal)

\_\_\_\_\_  
\_\_\_\_\_

What, if any, concerns do you have about staying at the transition house?

\_\_\_\_\_  
\_\_\_\_\_

How can we make your stay comfortable and safe? \_\_\_\_\_

\_\_\_\_\_

Do you have any special needs that you feel it would be helpful for us to know about so that we can be of most support to you? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Are legal proceedings underway or expected? \_\_\_ Yes \_\_\_ No

Can you provide any copies of any court orders or agreements? \_\_\_ Yes \_\_\_ No

### POSSIBLE REFERRALS AND SERVICES CHECKLIST

What information and supports would be most helpful to you right now? Explain relevant service and support options, what they can offer and how to access them.

- |   |   |
|---|---|
| <input type="radio"/> Housing                 | <input type="radio"/> Mental Health           |
| <input type="radio"/> Medical                 | <input type="radio"/> Addictions              |
| <input type="radio"/> Counseling              | <input type="radio"/> Child protection        |
| <input type="radio"/> Safety Planning         | <input type="radio"/> Educational Information |
| <input type="radio"/> Training and Employment | <input type="radio"/> Settlement Service      |
| <input type="radio"/> Legal Information       | <input type="radio"/> Income Assistance       |
| <input type="radio"/> Transportation          | <input type="radio"/> Other _____             |

## SAMPLE INTAKE FORM - ARABIC

### إستمارة طلب بيانات خاصة

البيانات المطلوبة ستساعدنا على تقديم افضل الخدمات لكم خلال فترة اقامتكم. الرجاء الإجابة إلا على الأسئلة التي تضمن الحفاظ على سلامتكم.

الإسم واللقب: \_\_\_\_\_ تاريخ اليوم: \_\_\_\_\_

عنوان الإقامة: \_\_\_\_\_

اللغات المتقنة: \_\_\_\_\_ اللغة المحبذة: \_\_\_\_\_

هل تريد مترجم؟  
نعم: \_\_\_\_\_ لا: \_\_\_\_\_

ما هو أضمن رقم تليفون إن اردنا الإتصال بكم؟  
خلال النهار: \_\_\_\_\_ خلال المساء: \_\_\_\_\_

هل نستطيع ترك رسالة صوتية على هذا الرقم؟  
نعم: \_\_\_\_\_ لا: \_\_\_\_\_

للمحافظة على بياناتكم الشخصية، الأعوان المكلفون لن يتصلون بكم خارج نطاق الخدمة المقدمة في هذا البرنامج. نترككم لكم حرية الاختيار إن اردتم غير ذلك.

### الأطفال

أسماء الأبناء: \_\_\_\_\_

تواريخ الولادة: \_\_\_\_\_

أرقام بطاقات الخدمة الصحية الكندية: \_\_\_\_\_

ملاحظات على صحة الأبناء أو أي بيانات أخرى: \_\_\_\_\_

أسماء الأبناء الذين لا يعيشون معكم في مركز الإقامة الوقتية: \_\_\_\_\_

هل تقتسم حضانة الأطفال مع قرينك أو قرينتك؟  
نعم: \_\_\_\_\_ لا: \_\_\_\_\_

هل هناك أي إتفاق أو حكم محكمة يخص الأطفال؟  
\_\_\_\_\_

## بيانات طبية

مشاكل صحية أو أي طلبات خاصة:

- صعوبة فالتحرك
- حساسية
- ذو علاقة بالحمية
- أدوية
- إنمان
- أمراض ذهنية
- أعراض أخرى

الرجاء تقديم ايضاحات أخرى إن كانت أي من الحالات أعلاه تنطبق عليكم: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

إسم مقدم الخدمات الصحية: \_\_\_\_\_

رقم الهاتف: \_\_\_\_\_

الإتصال في حالة الضرورة: \_\_\_\_\_

إسم واللقب: \_\_\_\_\_

الصلة: \_\_\_\_\_

العنوان: \_\_\_\_\_

رقم الهاتف: \_\_\_\_\_

## وضعية الإقامة

نحن ندعم كل النساء بغض النظر على وضعية اقامتهم بكندا.

ما هي وضعيتكم اقامتكم في كندا؟ \_\_\_\_\_

تاريخ الوصول لكندا: \_\_\_\_\_

إذا ينطبق عليكم: \_\_\_\_\_

برعاية: \_\_\_\_\_

مدة الرعاية: \_\_\_\_\_

## طلبات خاصة

هل لديكم أية طلبات خاصة بالأكل أو هل تتبعون حمية معينة (حلال، نظام حمية نباتي)؟ \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

هل لديكم أي اعتراض أو مخاوف من الإقامة في مركز الإقامة الوقائية؟

---

---

كيف بإمكاننا تقديم خدمات إقامة أفضل؟

---

---

هل لديكم أي طلبات خاصة أخرى ترون أنه بإمكاننا مساعدتكم في تحقيقها؟

---

---

---

---

هل هناك أية إجراءات قانونية تنتظرونها أو قيد التنفيذ؟

نعم: \_\_\_\_\_ لا: \_\_\_\_\_

هل تستطيعون تقديم نسخ عن أحكام المحكمة أو أي اتفاقات أخرى؟

نعم: \_\_\_\_\_ لا: \_\_\_\_\_

## قائمة المراجعة

ماهي المجالات التي تحتاجون فيها إلى معلومات إضافية أو مساعدة مباشرة؟

- إقامة
- خدمات طبية
- إرشاد
- خدمات سلاماتية
- تكوين وتشغيل
- إستشارة قانونية
- خدمات نقل
- صحة ذهنية
- إدمان
- حماية للأطفال
- إستشارة عن التعليم
- خدمة تسوية
- إستشارة عن الدخل
- طلبات أخرى:

---

## SAMPLE INTAKE FORM - BENGALI

### নমুনা সংগ্রহের মালিক যোগাযোগ তথ্য

আপনার অবস্থানকালীন সময়ে সর্বাত্মক সহযোগিতা প্রদান নিহিত করার লক্ষ্যে নিম্নোক্ত তথ্যাদি প্রদান করুন। শুধুমাত্র যে সমস্‌ড় তথ্য দিতে আপনি প্রছন্দ ও নিরাপদ রোদ করবেন সেগুলিই পূরন করুন।

নামঃ \_\_\_\_\_ তারিখ \_\_\_\_\_

ঠিকানা \_\_\_\_\_

কথার ভাষা \_\_\_\_\_ পছন্দনীয় ভাষা \_\_\_\_\_

অনুবাদক \_\_\_\_\_ হ্যা \_\_\_\_\_ না \_\_\_\_\_

আপনাকে যোগাযোগের নিরাপদ নাম্বার প্রদান করুন?

টেলিফোনঃ \_\_\_\_\_ দিবকালীন \_\_\_\_\_ রাত্রিকালীন \_\_\_\_\_

আমরা কি এই নম্বরে কোন বার্তা পাঠাতে পারি?

আপনার গোপনীয়তা রক্ষার্থে কর্মসূচী সংশি- স্ট স্টাফ, কর্মসূচী বহিভূত কোন প্রকার যোগাযোগ আপনার সাথে করবেনা।

যোগাযোগ সম্পূর্ণ আপনার ইচ্ছাধীন।

### সন্তান

শিশুর নাম \_\_\_\_\_

জন্ম তারিখ \_\_\_\_\_

পরিচর্যা কাড নাম্বর \_\_\_\_\_

আপনার শিশুর শারীকি/অন্যান্য তথ্য ক্রান্দিঙ্কালীন নিবাসে \_\_\_\_\_

আপনার সাথে অবস্থান না করা সম্প্‌ড়ন এর নাম \_\_\_\_\_

আপনি ও আপনার জীবন সংগী কি সম্প্‌ড়নের অভিভাবকত্ব শেয়ার করেন? \_\_\_\_\_ হ্যা \_\_\_\_\_ না \_\_\_\_\_

আপনার কাছে কি সম্প্‌ড়নের অভিভাবকত্ব বিষয়ক আদালতের কোন আদেশনামা আছে?

\_\_\_\_\_

\_\_\_\_\_

### চিকিৎসা সতর্কতা

চিকিৎসা/ বিশেষ প্রয়োজন

- অ্যালার্জিস
- নিয়ন্ত্রনমূলক খাদ্যসূচী
- ঔষধ তালিকা
- আসক্তি
- মানসিক স্বাস্থ্য
- অন্যান্য \_\_\_\_\_

উপরের কোনটিতে টিক চিহ্ন দেওয়া হলে, দয়া করে বিশদ বিবরণ প্রদান করে, আমাদের সর্বাত্মক সহযোগিতার সুযোগ দিন \_\_\_\_\_

স্বাস্থ্য সেবা প্রদানকারীর নাম : \_\_\_\_\_

টেলিফোনঃ \_\_\_\_\_

জরুরী যোগাযোগঃ

নামঃ \_\_\_\_\_ সম্পর্ক \_\_\_\_\_

টেলিফোন \_\_\_\_\_

ঠিকানা \_\_\_\_\_

### নাগরিকত্ব

আমরা নাগরিকত্ব নির্বিশেষে সকল মহিলাদেরকে সহযোগিতা করে থাকি। আপনি কিভাবে আপনার অবস্থান বর্ণনা করতে চান?

নাগরিকত্ব : \_\_\_\_\_

আগমনের তারিখ : \_\_\_\_\_

যদি প্রযোজ্য হয়: \_\_\_\_\_

### বিশেষায়িত পরিাজন

আপনার কি বিশেষায়িত খাবার এর চাহিদা আছে? (নিবাসিষ জেজী, হালাল)

\_\_\_\_\_

ক্রান্তি কালীন নিবাসে থাকার ব্যাপারে আপনার কোন মতামত আছে কি?

\_\_\_\_\_

আমরা কিভাবে আপনার অবস্থান আরামদায়ক ও নিরাপদ করতে পারি? \_\_\_\_\_

আপনার বিশেষ প্রয়োজনীয় কোন তথ্য কি আমাদের জানাতে চান, যাতে করে আমরা আপনাকে সর্বাত্মক সাহায্য করতে পারি?

\_\_\_\_\_

আপনি কি চলমান আইনী ব্যবস্থার মধ্যে আছেন? \_\_\_\_\_ হ্যাঁ \_\_\_\_\_ না

আপনি কি আদালতের আদেশনামা উপস্থাপন করতে পারবেন? \_\_\_\_\_ হ্যাঁ \_\_\_\_\_ না

### সম্ভব রেফারেলগুলি এবং সেবা চেকলিস্ট সমূহ

নিম্নে লিখিত সেবাগুলোর মধ্যে কোনটি আপনার অতি প্রয়োজনীয়? আপনাদের সুবিধার্থে আর কি সেবা আমরা প্রদান করতে পারি?

- বাসস্থানসমূহ
- চিকীৎসাহ সেবাসমূহ
- নিরাপত্তা পরিকল্পনা
- প্রশিক্ষণ ও কর্মসংস্থান
- আইনি তথ্য
- পরিবহন ব্যবস্থা
- মানসিক সাহায্য
- অনুরতি
- শিশু নিরাপত্তা
- শিক্ষাগত তথ্য প্রদান
- আয় করবার জন্য সহযোগিতা
- অন্যান্য \_\_\_\_\_

## SAMPLE INTAKE FORM - CHINESE SIMPLIFIED

### 基本个人联系资料 BASIC CONTACT INFORMATION FOR INTAKE PURPOSES

请提供以下资料让我们能给您配合服务和安排，您可以拒绝或自由选择是否提供任何一项资料。  
The following information is requested in order for us to best support you during your stay. Only answer questions you feel comfortable and safe answering.

姓名: \_\_\_\_\_ 日期: \_\_\_\_\_

地址: \_\_\_\_\_

能理解语言: \_\_\_\_\_ 首选语言: \_\_\_\_\_

需要翻译员吗?:  需要  不需要

如果我们需要与您联络，使用哪一个电话号码最安全?

电话号码: \_\_\_\_\_ 上午 day \_\_\_\_\_ 下午 evening

可以留言吗?

Can we leave a message at this number?  可以 Yes  不可以 No

为了保护您的私隐，我们不会主动在公共场所跟您交往。我们给您自由酌处权。

To ensure your privacy, program staff will not initiate conversations or contact you outside of the program. We leave that to your discretion.

### 孩子资料 Children

孩子姓名 Child(ren)' s name \_\_\_\_\_

出生日期 Date of birth \_\_\_\_\_

省医疗卡号码 Care Card Number(s) \_\_\_\_\_

孩子的医疗或其他需要 Health or other concerns regarding your child(ren)

\_\_\_\_\_  
\_\_\_\_\_

请列出没有跟您到中途屋孩子的姓名

Name of child(ren) not with you at the Transition House

\_\_\_\_\_

您的伴侣仍是监护人? Do you and your partner share guardianship of your child(ren) ?   
是 Yes  否 No

您持有有关孩子的法庭命令? What if any, agreements or court orders do you have relating to your child(ren)?

---

---

### 医疗资料 Alert

医疗需要 Medical or special needs:

- 无障碍设施 Access issues
- 过敏症 Allergies
- 膳食需要 Dietary concerns
- 药品药物 Medications
- 滥药及瘾癖 Addictions
- 精神健康 Mental health
- 其他 Other \_\_\_\_\_

如果您有上述任何一项需要，请提供更多资料，以便我们配合您的需要。

If you checked any of the above, please provide additional information so we can best support you

---

---

---

医生或医疗人员 Health Care Provider' s Name(s): \_\_\_\_\_

电话号码 Phone Number \_\_\_\_\_

紧急联络人 Emergency contact:

姓名 Name \_\_\_\_\_

关系 Relationship \_\_\_\_\_

电话号码 Phone Number \_\_\_\_\_

地址 Address \_\_\_\_\_

### 国籍/公民身分 Citizenship Status

无论您有否国籍/公民身分，我们仍然可以给您提供服务。

We support all women regardless of citizenship status. How would you describe your status?

国籍/公民身分 \_\_\_\_\_

抵达加拿大日期 Date of landing/arrival: \_\_\_\_\_

担保人 Sponsored by: \_\_\_\_\_

担保年 Years of sponsorship: \_\_\_\_\_

### 特殊需求 Special needs

您有什么食物偏好或饮食需要? (例如素食, 清真)

---

---

您对于住在中途屋有任何担忧或顾虑吗?

What, if any, concerns do you have about staying at the transition house?

---

---

我们怎样才能让您中途屋住得舒适和安全? How can we make your stay comfortable and safe?

---

---

为您得到合适的支持服务, 请提供您觉得我们必须知道的需要。

Do you have any special needs that you feel it would be helpful for us to know about so that we can be of most support to you?

---

---

有否将进行或进行中的法律程序? Are legal proceedings underway or expected?

\_\_\_\_ 有 Yes \_\_\_\_ 没有 No

您能否提供任何法庭命令或协议副本? Can you provide any copies of any court orders or agreements?

\_\_\_\_ 能 Yes \_\_\_\_ 不能 No

### 社区支援服务转介 Possible Referral and Service Checklist

请提供你的需要让我们能给予适当的服务转介协助。

What information and supports would be most helpful to you right now?

- |  |   |
|--|---|
| <input type="checkbox"/> 房屋申请援助 Housing                  | <input type="checkbox"/> 精神健康服务 Mental Health       |
| <input type="checkbox"/> 医疗服务 Medical                    | <input type="checkbox"/> 移民安顿服务 Settlement Services |
| <input type="checkbox"/> 辅导服务 Counseling                 | <input type="checkbox"/> 滥药瘾癖或酗酒治疗服务 Addictions     |
| <input type="checkbox"/> 安全计划 Safety Planning            | <input type="checkbox"/> 儿童保护 Child protection      |
| <input type="checkbox"/> 就业或职业培训 Training and Employment | <input type="checkbox"/> 教育 Educational Information |
| <input type="checkbox"/> 法律资讯 Legal Information          | <input type="checkbox"/> 收入援助 Income Assistance     |
| <input type="checkbox"/> 交通 Transportation               | <input type="checkbox"/> 其他 Other _____             |

## SAMPLE INTAKE FORM - CHINESE TRADITIONAL

### 基本個人聯繫資料 BASIC CONTACT INFORMATION FOR INTAKE PURPOSES

請提供以下資料讓我們能給您配合服務和安排，您可以拒絕或自由選擇是否提供任何一項資料。  
The following information is requested in order for us to best support you during your stay. Only answer questions you feel comfortable and safe answering.

姓名: \_\_\_\_\_ 日期: \_\_\_\_\_

地址: \_\_\_\_\_

能理解語言: \_\_\_\_\_ 首選語言: \_\_\_\_\_

需要翻譯員嗎?: \_\_\_需要 \_\_\_不需要

如果我們需要與您聯絡，使用哪一個電話號碼最安全?

電話號碼: \_\_\_\_\_上午 day \_\_\_\_\_下午 evening

可以留言嗎? Can we leave a message at this number?

\_\_\_ 可以 Yes \_\_\_ 不可以 No

為了保護您的私隱，我們不會主動在公共場所跟您交往。我們給你自由酌處權。

To ensure your privacy, program staff will not initiate conversations or contact you outside of the program. We leave that to your discretion.

### 孩子資料 Children

孩子姓名 Child(ren)' s name \_\_\_\_\_

出生日期 Date of birth \_\_\_\_\_

省醫療卡號碼 Care Card Number(s) \_\_\_\_\_

孩子的醫療或其他需要 Health or other concerns regarding your child(ren)

\_\_\_\_\_

請列出沒有跟您到中途屋孩子的姓名

Name of child(ren) not with you at the Transition House

\_\_\_\_\_

您的伴侶仍是監護人? Do you and your partner share guardianship of your child(ren) ? \_\_\_是

Yes \_\_\_否 No

您持有有關孩子的法庭命令? What if any, agreements or court orders do you have relating to your child(ren)?

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### 醫療資料 Alert

醫療需要 Medical or special needs:

- 無障礙設施 Access issues
- 過敏症 Allergies
- 膳食需要 Dietary concerns
- 藥品藥物 Medications
- 濫藥及癮癖 Addictions
- 精神健康 Mental health
- 其他 Other \_\_\_\_\_

如果您有上述任何一項需要，請提供更多資料，以便我們配合您的需要。

If you checked any of the above, please provide additional information so we can best support you \_\_\_\_\_

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醫生或醫療人員 Health Care Provider' s Name(s): \_\_\_\_\_

電話號碼 Phone Number \_\_\_\_\_

緊急聯絡人 Emergency contact:

姓名 Name \_\_\_\_\_ 關係 Relationship \_\_\_\_\_

電話號碼 Phone Number \_\_\_\_\_

地址 Address \_\_\_\_\_

### 國籍/公民身分 Citizenship Status

無論您有否國籍/公民身分，我們仍然可以給您提供服務。

We support all women regardless of citizenship status.

國籍/公民身分 \_\_\_\_\_

抵達加拿大日期 Date of landing/arrival: \_\_\_\_\_

擔保人 Sponsored by: \_\_\_\_\_

擔保年 Years of sponsorship: \_\_\_\_\_

### 特殊需求 Special needs

您有什麼食物偏好或飲食需要? (例如素食, 清真)

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您對於住在中途屋有任何擔憂或顧慮嗎?

What, if any, concerns do you have about staying at the transition house?

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我們怎樣才能讓您中途屋住得舒適和安全?

How can we make your stay comfortable and safe?

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為讓您得到合適的支持服務, 請提供您覺得我們必須知道的需要。

Do you have any special needs that you feel it would be helpful for us to know about so that we can be of most support to you?

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有否將進行或進行中的法律程序? Are legal proceedings underway or expected? \_\_\_\_ 有 Yes \_\_\_\_ 沒有 No

您能否提供任何法庭命令或協議副本?

Can you provide any copies of any court orders or agreements?

\_\_\_\_ 能 Yes \_\_\_\_ 不能 No

### 社區支援服務轉介 Possible Referral and Service Checklist

請提供你的需要讓我們能給予適當的服務轉介協助。

What information and supports would be most helpful to you right now?

- |  |   |
|--|---|
| <input type="checkbox"/> 房屋申請援助 Housing                  | <input type="checkbox"/> 移民安頓服務 Settlement Service  |
| <input type="checkbox"/> 醫療服務 Medical                    | <input type="checkbox"/> 濫藥癮癖或酗酒治療服務 Addictions     |
| <input type="checkbox"/> 輔導服務 Counseling                 | <input type="checkbox"/> 兒童保護 Child protection      |
| <input type="checkbox"/> 安全計劃 Safety Planning            | <input type="checkbox"/> 教育 Educational Information |
| <input type="checkbox"/> 就業或職業培訓 Training and Employment | <input type="checkbox"/> 收入援助 Income Assistance     |
| <input type="checkbox"/> 法律資訊 Legal Information          | <input type="checkbox"/> 其他 Other_____              |
| <input type="checkbox"/> 交通 Transportation               |   |
| <input type="checkbox"/> 精神健康服務 Mental Health            |   |

## SAMPLE INTAKE FORM - FARSI

### اطلاعات تماس اولیه

به منظور فراهم کردن سرویس بهتر در طول اقامت شما ما نیاز به اطلاعات زیر داریم. فقط به سوالاتی جواب دهید که دوست دارید

نام: \_\_\_\_\_ تاریخ: \_\_\_\_\_

آدرس: \_\_\_\_\_

زبان هایی که می دانید: \_\_\_\_\_

زبانی که ترجیح می دهید: \_\_\_\_\_

نیاز به مترجم دارید: بلی: \_\_\_\_\_ خیر: \_\_\_\_\_

در صورتی که نیاز داشته باشیم با شما تماس بگیریم امن ترین راه تماس با شما چیست

تلفن در طول روز: \_\_\_\_\_ تلفن بعد از روز: \_\_\_\_\_

آیا می توانیم روی شماره های بالا برایتان پیغام بگذاریم: بلی: \_\_\_\_\_ خیر: \_\_\_\_\_

برای اطمینان از امنیت اطلاعات محرمانه شما کارمندان ما هیچگاه در خارج از این برنامه با شما تماس نمی گیرند

### فرزندان

(نام فرزند (فرزندان): \_\_\_\_\_

\_\_\_\_\_

تاریخ تولد: \_\_\_\_\_

\_\_\_\_\_

شماره Canadian Care Card: \_\_\_\_\_

\_\_\_\_\_

ملاحظات پزشکی فرزندان: \_\_\_\_\_

\_\_\_\_\_

نام فرزندی که همراه شما در ترنزیشن هوس نیستند: \_\_\_\_\_

\_\_\_\_\_

آیا شما و همسرتان حق حضانت فرزندان را تقسیم می کنید: بلی: \_\_\_\_\_ خیر: \_\_\_\_\_

در صورتی که دادگاه حکمی در مورد شما و فرزندان داده است ذکر کنید

\_\_\_\_\_

\_\_\_\_\_

### هشدار های پزشکی

:نیاز های پزشکی

- معلولیت
- حساسیت
- ملاحظات غذایی
- دارو
- اعتیاد
- بیماری های روانی
- سایر

در صورتی که موارد بالا را علامت زده اید لطفا توضیح دهید تا بتوانیم بهتر حمایتان کنیم

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اطلاعات کسی که شما را پوشش درمانی می دهد: \_\_\_\_\_  
 تلفن تماس: \_\_\_\_\_

اطلاعات تماس در مواقع اضطراری:

نام: \_\_\_\_\_  
 چه رابطه ای با شما دارد؟ \_\_\_\_\_  
 تلفن: \_\_\_\_\_  
 آدرس: \_\_\_\_\_

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### وضعیت اقامت

؟ ما تمامی خانم ها را مستقل از وضعیت اقامت حمایت می کنیم. وضعیت اقامت خود را چگونه توصیف می کنید

وضعیت اقامت: \_\_\_\_\_

تاریخ اولین ورود به کانادا: \_\_\_\_\_

در صورتی که شامل حال شما می شود

اسپانسر شده توسط: \_\_\_\_\_

چند سال است که اسپانسر شده اید: \_\_\_\_\_

### نیازهای ویژه

(آیا نیاز ویژه غذایی یا رژیم غذایی خاص دارید؟ (برای مثال: غذای گیاهی / حلال

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چه دغدغه‌هایی (در صورت وجود) نسبت به اقامت در خانه‌های موقت دارید

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چگونه می‌توانیم اقامت امن و راحتی برای شما فراهم کنیم

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آیا نیاز ویژه‌ای دارید که در صورتی که ما بدانیم بتوانیم بهتر حمایتان کنیم

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آیا فرآیند حقوقی شما در حال انجام است؟ بلی: \_\_\_\_\_ خیر: \_\_\_\_\_

آیا می‌توانید کپی از حکم دادگاهتان را فراهم کنید؟ بلی: \_\_\_\_\_ خیر: \_\_\_\_\_

## فهرست توصیه نامه ها

؟کدام اطلاعات به کار شما می آید

- مسکن
- پزشکی
- مشاوره
- امنیت
- آموزش و کاربایی
- اطلاعات حقوقی
- حمل و نقل
- سلامت روان
- اعتیاد
- حمایت از کودکان
- تحصیلات
- کمک مالی
- سایر: \_\_\_\_\_

## SAMPLE INTAKE FORM - FRENCH

Tous les exemples de formulaires ci-dessous sont des modèles que vous pouvez modifier en fonction des besoins de votre programme. Se sont simplement des options à considérer pour vous et votre programme.

### INFORMATIONS DE CONTACT DE BASE POUR DES FINS D'ADMISSION

Les informations suivantes sont demandées afin que nous puissions mieux vous soutenir pendant votre séjour. Répondez seulement aux questions que vous vous sentez à l'aise et en sécurité d'y répondre.

Nom: \_\_\_\_\_ Date: \_\_\_\_\_

Adresse:

\_\_\_\_\_

Langues parlées: \_\_\_\_\_ Langue préférée: \_\_\_\_\_

Besoin d'interprète:  Oui  Non

Au besoin de vous contacter, quel est le numéro le plus sécuritaire pour vous rejoindre?

Téléphone: \_\_\_\_\_ Jour \_\_\_\_\_ Soirée

Pouvons-nous laisser un message à ce numéro?

Pour assurer votre intimité, le personnel du programme n'initiera pas de conversations ou communication avec vous en dehors du programme. Nous laissons cela à votre discrétion.

### ENFANTS

Nom(s) d'enfant(s) \_\_\_\_\_

Date(s) de  
Naissance \_\_\_\_\_

Numéro(s) Carte de  
Soin \_\_\_\_\_

Préoccupations de santé ou autres concernant vos enfants

\_\_\_\_\_  
\_\_\_\_\_

Nom d'enfant(s) qui ne sont pas avec vous à la Maison de Transition

\_\_\_\_\_

Avez-vous la garde partagée de votre/vos enfant(s) avec votre partenaire ?

Oui  Non

Y a-t'il des ordonnances judiciaires reliées à votre/vos enfants ?

\_\_\_\_\_  
\_\_\_\_\_

### ALERTES MÉDICAUX

Besoins spéciaux ou Médical :

- Problèmes d'accès
- Allergies
- Préoccupations alimentaires
- Médicaments
- Dépendances
- Santé mental
- Autres \_\_\_\_\_

Si vous avez coché l'une des options ci-dessus, s'il vous plaît veuillez nous fournir des informations supplémentaires afin que nous puissions mieux vous aider \_\_\_\_\_

Nom(s) du fournisseur de soins de santé: \_\_\_\_\_ Tél. \_\_\_\_\_

Personne à contacter en cas d'urgence:

Nom \_\_\_\_\_ Relation \_\_\_\_\_

Tél. \_\_\_\_\_ Adresse \_\_\_\_\_

### STATUT DE CITOYENNETÉ

Nous soutenons toutes les femmes quel que soit le statut de la citoyenneté. Comment décririez-vous votre statut?

Statut de citoyenneté: \_\_\_\_\_

Date de débarquement / arrivée: \_\_\_\_\_

Si pertinent:

Sponsorisé par: \_\_\_\_\_ Années de sponsorship: \_\_\_\_\_

### BESOINS SPÉCIAUX

Avez-vous des besoins ou préférences alimentaires? (ex : végétarien, halal)

\_\_\_\_\_

Quels sont, si il y en a, vos soucis ou préoccupations au sujet de rester à la maison de transition?

\_\_\_\_\_

Comment pouvons-nous rendre votre séjour plus sécuritaire et confortable ?

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Avez-vous des besoins spéciaux que vous sentez serait utile pour nous de savoir afin que nous puissions mieux vous soutenir? \_\_\_\_\_

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Est-ce qu'il y a des procédés judiciaires en cours ou prévu? \_\_\_\_ Oui \_\_\_\_ Non

Pouvez-vous nous fournir des copies d'accords ou d'ordonnances judiciaires?  
\_\_\_\_ Oui \_\_\_\_ Non

#### **LISTE DE CONTRÔLE DE SERVICES ET RÉFÉRENCES POSSIBLES**

Quelles sont les informations et le soutien serait le plus utile pour vous en ce moment?  
Expliquer service et de soutien des options pertinentes, ce qu'ils peuvent offrir et comment y accéder.

- Logement
- Médicale
- Conseils
- Planification de sécurité
- Entraînement et Emploi
- Informations Légales
- Transport
- Santé mentale
- Dépendances
- Child protection
- Information Éducationnelles
- Service de règlement
- Assistance revenu
- Autres \_\_\_\_\_

# SAMPLE INTAKE FORM - GERMAN

## GENERELLE KONTAKTINFORMATIONEN FÜR DIE AUFNAHME

Die folgenden Informationen werden von uns benötigt, um Sie während Ihres Aufenthalts bestmöglich unterstützen zu können.

Name: \_\_\_\_\_ Datum: \_\_\_\_\_

Adresse: \_\_\_\_\_  
\_\_\_\_\_

Sprachkenntnisse: \_\_\_\_\_

Bevorzugte Sprache: \_\_\_\_\_

Übersetzer benötigt?:  Ja  Nein

Falls wir Sie kontaktieren müssen, welche wäre die dafür sicherste Nummer?

Telefonnummer: \_\_\_\_\_ tagsüber

\_\_\_\_\_ abends

Dürfen wir unter dieser Nummer eine Nachricht hinterlassen?  Ja  Nein

Um Ihre Privatsphäre zu schützen, werden Sie unsere Mitarbeiter nicht außerhalb unseres Programms kontaktieren. Dies liegt in Ihrem Ermessen.

## KINDER

Name(n) des Kindes/der Kinder: \_\_\_\_\_

Geburtsdatum/Geburtsdaten: \_\_\_\_\_

Nummer(n) Ihrer "Canadian Care Card": \_\_\_\_\_

Gesundheitliche oder andere Bedenken hinsichtlich Ihrer Kinder: \_\_\_\_\_  
\_\_\_\_\_

Namen Ihrer Kinder, die nicht im Übergangshaus wohnen: \_\_\_\_\_

Teilen Sie mit Ihrem Partner die Vormundschaft über Ihre Kinder?  Ja  Nein

Haben Sie Absprachen oder Gerichtsbeschlüsse bezüglich Ihrer Kinder? Wenn ja, welche?  
\_\_\_\_\_  
\_\_\_\_\_

## MEDIZINISCHE ANGABEN UND NOTFÄLLE

Medizinische oder sonstige Bedürfnisse

- Mobilitätseinschränkungen
- Allergien
- Spezielle Ernährungsbedürfnisse
- Medikamente
- Süchte
- Psychische Erkrankungen
- Sonstiges: \_\_\_\_\_

Wenn Sie einen der vorherigen Punkte angekreuzt haben, geben Sie bitte weitere Informationen an, damit wir sie bestmöglich unterstützen können.

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Name(n) der Krankenversicherung(en): \_\_\_\_\_

Telefonnummer: \_\_\_\_\_

Kontakt im Notfall:

Name: \_\_\_\_\_

Beziehung zum Notfallkontakt: \_\_\_\_\_

Telefonnummer: \_\_\_\_\_ Adresse: \_\_\_\_\_

## STAATSBÜRGERSCHAFT

Wir unterstützen alle Frauen unabhängig vom Status ihrer Staatsbürgerschaft. Wie würden Sie Ihren Status beschreiben?

Staatsbürgerschaft: \_\_\_\_\_

Ankunftsdatum in Kanada: \_\_\_\_\_

Falls relevant:

Gefördert durch: \_\_\_\_\_

Jahre der Förderung: \_\_\_\_\_

## BESONDERE BEDEÜFNISSE

Haben Sie spezielle Ernährungsvorlieben oder -bedürfnisse? (z.B. vegetarisch, halal)

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Haben Sie Bedenken bezogen auf Ihren Aufenthalt im Übergangshaus? Wenn ja, welche?

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Wie können wir Ihren Aufenthalt angenehm und sicher gestalten?

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Haben Sie sonstige Bedürfnisse oder Bedenken, von denen wir wissen sollten, um Sie bestmöglich zu unterstützen?

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Gibt es aktuell rechtliche Verfahren oder werden sie erwartet? \_\_ Ja \_\_ Nein

Können Sie Kopien von relevanten Gerichtsbeschlüssen oder sonstigen Absprachen vorlegen?

\_\_ Ja \_\_ Nein

## CHECKLISTE FÜR WEITERE SERVICES UND BENÖTIGTE BERATUNG

Welche Informationen und Beratung wären für Sie aktuell am nützlichsten?

- |   |  |
|---|--|
| <input type="checkbox"/> Wohnberatung               | <input type="checkbox"/> Suchtberatung                             |
| <input type="checkbox"/> Medizinische Beratung      | <input type="checkbox"/> Kinderschutz                              |
| <input type="checkbox"/> Beratung                   | <input type="checkbox"/> Informationen über Schule und Ausbildung  |
| <input type="checkbox"/> Sicherheitsberatung        | <input type="checkbox"/> Abwicklungsservice                        |
| <input type="checkbox"/> Trainings- und Jobberatung | <input type="checkbox"/> Hilfe beim Finden von Beruf und Einkommen |
| <input type="checkbox"/> Rechtliche Hilfe           | <input type="checkbox"/> Sonstiges: _____                          |
| <input type="checkbox"/> Transport                  |  |
| <input type="checkbox"/> Psychologische Hilfe       |  |

## SAMPLE INTAKE FORM - HINDI

### अनुबंध-सी : नमूना दाखिला प्रपत्र (फार्म)

नीचे दिये हुए सभी नमूना प्रपत्र (फार्म), टेम्प्लेट प्रपत्र (फार्म) हैं, जिन्हें आप अपने कार्यक्रम की जरूरत के मुताबिक संसोधित कर सकते हैं। वे आप और आपके कार्यक्रम के लिए केवल विकल्प के तौर पर आपके विचार के लिये दिये गये हैं।

### दाखिले के लिये मूल संपर्क जानकारी

निम्न जानकारी, अपने प्रवास के दौरान हमें आपकी सबसे अच्छा समर्थन एवम सहयोग देने के लिए अनुरोध किया गया है। आप उन्ही प्रश्नों का उत्तर दें, जिसमें आप आरामदायक व सुरक्षित महसूस करें।

नाम : \_\_\_\_\_ तारीख : \_\_\_\_\_  
पता : \_\_\_\_\_ बोलने वाली भाषा :

\_\_\_\_\_ पसंदीदा भाषा : \_\_\_\_\_

दुभाषिए की जरूरत : \_\_\_\_\_ हाँ \_\_\_\_\_ नहीं

यदि हमें आपसे संपर्क करने की जरूरत हो तो आप तक पहुंचने के लिए सबसे सुरक्षित नंबर क्या है?

टेलीफोन : \_\_\_\_\_ दिन \_\_\_\_\_ शाम \_\_\_\_\_

क्या हम इस नंबर पर एक संदेश छोड़ सकते हैं? \_\_\_\_\_ हाँ \_\_\_\_\_ नहीं

आपकी गोपनीयता सुनिश्चित करने के लिए हमारे कार्यक्रम के कर्मचारी, कार्यक्रम के बाहर आपसे संपर्क नहीं करेंगे। इसे हम आपके विवेक पर छोड़ते हैं □

### बच्चे

बच्चे (बच्चों) का नाम \_\_\_\_\_

जन्मदिन की तारीख \_\_\_\_\_

देखभाल कार्ड संख्या/ संख्याएँ \_\_\_\_\_

स्वास्थ्य या अपने बच्चा/बच्चों के बारे में अन्य चिंताएँ \_\_\_\_\_

संरक्षण-घर (ट्रांजीशन हाउस ) में बच्चे या बच्चों का नाम जो तुम्हारे साथ नहीं हैं - \_\_\_\_\_

क्या आप व आपके जीवन-साथी, अपने बच्चों के संरक्षण (गार्डियनशिप) को शेयर करते हैं ? \_\_\_\_\_ हाँ \_\_\_\_\_ नहीं

क्या आपके बच्चो (बच्चे) से सम्बंधित कोई समझौता या अदालत (कोर्ट) के आदेश हैं ?

\_\_\_\_\_

\_\_\_\_\_

## चिकित्सा चेतावनी

--- मेडिकल या विशेष जरूरतें :

- पहुँच समस्याओं (एक्ससेस इश्यूज )
- एलर्जी
- आहार चिंताएँ
- दवाइयाँ
- व्यसन
- दिमागी स्वास्थ्य
- अन्य

यदि आपने किसी भी बॉक्स को चिह्नित किया है तो अतिरिक्त जानकारी प्रदान करें ताकि हम आपका सबसे अच्छा समर्थन कर सकें।

---

स्वास्थ्य देखभाल प्रदाता के नाम : \_\_\_\_\_

टेलीफोन नंबर \_\_\_\_\_

आपातकालीन संपर्क:

नाम \_\_\_\_\_ संबंध \_\_\_\_\_

टेलीफोन नंबर \_\_\_\_\_ पता \_\_\_\_\_

## नागरिकता की स्थिति

हम सभी महिलाओं को नागरिकता स्थिति की परवाह किए बिना समर्थन करते हैं। आप अपनी स्थिति को कैसे परिभाषित करेंगे?

नागरिकता की स्थिति : \_\_\_\_\_

लैंडिंग / आगमन की तिथि : \_\_\_\_\_

यदि प्रासंगिक हैं: \_\_\_\_\_

(किसने स्पोसर किया) : \_\_\_\_\_ प्रायोजित वर्ष/साल □ (कब स्पोसर किया) \_\_\_\_\_

## विशेष जरूरतें

क्या आपकी कोई पसंदीदा भोजन या आहार में प्रतिबन्ध है ?

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क्या आप की कोई संरक्षण - संक्रमण घर (शेल्टर/ट्रांसफर घर )में रहने की चिंता या कंसर्न है ?

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हम आपका रहना कैसे आरामदायक और सुरक्षित बना सकते हैं?

---

आपके बारे में ऐसी कौन सी जानकारी है, जो हमें आपको सपोर्ट /समर्थन/सहयोग देने में और मदद करेगी?

---

क्या कोई कानूनी प्रक्रिया चल रही है या उम्मीद कर रहे हैं? \_\_\_\_\_ हाँ \_\_\_\_\_ नहीं

क्या आप किसी अदालती आदेश या समझौतों की प्रति (कोपी) हमें दे सकते हैं? \_\_\_\_\_ हाँ \_\_\_\_\_ नहीं

### संभव रेफरल और सेवाओं की चेकलिस्ट

कौन सी जानकारी एवम सहायता आप के लिए इस समय सबसे उपयोगी होगी ? प्रासंगिक (रेलेवेंट) सेवा और समर्थन के विकल्प बताएं । वे आपको क्या आफर कर सकते हैं या उन सुविधाओ तक कैसे पहुंचा जाये □ (आप एक से ज्यादा आप्संस /विकल्प लगा सकते हैं )

- |   |   |
|---|---|
| <input type="checkbox"/> आवासीय               | <input type="checkbox"/> दिमागी स्वास्थ्य |
| <input type="checkbox"/> चिकित्सा             | <input type="checkbox"/> व्यसन            |
| <input type="checkbox"/> परामर्श              | <input type="checkbox"/> बाल संरक्षण      |
| <input type="checkbox"/> सुरक्षा योजना        | <input type="checkbox"/> शैक्षिक सूचना    |
| <input type="checkbox"/> प्रशिक्षण एवं रोजगार | <input type="checkbox"/> आमदनी सहायता     |
| <input type="checkbox"/> कानूनी सूचनाएँ       | <input type="checkbox"/> अन्य             |
| <input type="checkbox"/> परिवहन               |   |

## SAMPLE INTAKE FORM - ITALIAN

### CONTATTI DI BASE PER NUOVE ARRIVATE

Le informazioni che seguono ci servono per provvedere meglio alle tue necessità durante il soggiorno. Rispondi solo alle domande a cui ti senti libera e sicura di poter rispondere.

Nome: \_\_\_\_\_ Data: \_\_\_\_\_

Indirizzo: \_\_\_\_\_

Lingue parlate: \_\_\_\_\_

Lingua preferita: \_\_\_\_\_

Hai bisogno di un interprete?  Sì  No

Se dobbiamo contattarti, qual è il numero più sicuro dove farlo?

Telefono: \_\_\_\_\_ durante il giorno

\_\_\_\_\_ durante la notte

Possiamo lasciare un messaggio a questo numero?  Sì  No

Per assicurare la tua privacy, il personale non ti farà domande nè ti contatterà al di fuori del Programma. Decidi tu quando e dove contattarci.

### FIGLI

Nome/i figlio/i: \_\_\_\_\_

Data/e di nascita: \_\_\_\_\_

Numero/i di carta Canadian Care: \_\_\_\_\_

Salute o altre cure speciali per i figli: \_\_\_\_\_

\_\_\_\_\_

Nomi dei bambini che non sono con te qui alla Transition House: \_\_\_\_\_

Tu e il tuo partner avete la tutela condivisa per i vostri figli?  Sì  No

Quali sono, se ci sono, le restrizioni imposte dal giudice?

\_\_\_\_\_

\_\_\_\_\_

### ALLERTA SANITARIA

Salute o necessità speciali:

- Problemi di mobilità
- Allergie
- Dieta speciale
- Cure mediche
- Dipendenze

Salute mentale

Altro: \_\_\_\_\_

Se hai messo un segno su una delle opzioni precedenti, aggiungi qui dei dettagli, in modo da poter aiutare meglio:

\_\_\_\_\_  
\_\_\_\_\_

Nome del provider dell'assistenza sanitaria: \_\_\_\_\_ Numero di telefono: \_\_\_\_\_

Contatto di emergenza:

Nome: \_\_\_\_\_ Parentela: \_\_\_\_\_

Telefono: \_\_\_\_\_ Indirizzo: \_\_\_\_\_

#### STATUS DI CITTADINANZA

Aiutiamo tutte le donne, non importa la cittadinanza.

Status di cittadinanza: \_\_\_\_\_

Data di arrivo in Canada: \_\_\_\_\_

Se rilevante:

Sponsorizzato da: \_\_\_\_\_

Yanni di sponsorizzazione: \_\_\_\_\_

#### RICHIESTE SPECIALI

Hai delle richieste speciali per il cibo? (es. vegetariano, halal)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Quali sono, se ci sono, le tue preoccupazioni nello stare alla Transition House?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Come possiamo farti sentire sicura e comoda?

\_\_\_\_\_  
\_\_\_\_\_

Ci sono particolari bisogni che vorresti riportare, in modo da poterti aiutare meglio?

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Ci sono procedimenti legali in corso o in arrivo? \_\_\_\_ Sì \_\_\_\_ No

Puoi mostrarci le copie di eventuali decisioni del giudice o accordi in tribunale? \_\_\_\_ Sì \_\_\_\_ No

### POSSIBILI REFERRAL E LISTA DEI SERVIZI

Che tipo di informazioni e di supporto potrebbero aiutarti di più in questo momento?

- Casa
- Salute
- Ascolto
- Sicurezza
- Formazione e impiego
- Informazioni legali
- Trasporti
- Salute mentale
- Dipendenze
- Protezione dei figli
- Informazioni su istruzione
- Servizio di liquidazione
- Assistenza al reddito
- Altro: \_\_\_\_\_

## SAMPLE INTAKE FORM - JAPANESE

### 入会のための連絡情報

名前： \_\_\_\_\_ 日付： \_\_\_\_\_

住所： \_\_\_\_\_

話せる言語： \_\_\_\_\_

希望の言語： \_\_\_\_\_

通訳者必要：  はい  いいえ

こちらから連絡する必要があった場合、一番安全な電話番号は何ですか。

電話番号： \_\_\_\_\_ 日中

\_\_\_\_\_ 晩中

メッセージを録音してもよろしいですか。  はい  いいえ

プライバシーを守るため、基本的にプログラム外はこちらからはなしかけたり、連絡などしません。あなたの自由裁量です。

### お子さん

子供(達)の名前：

\_\_\_\_\_

子供(達)の誕生日： \_\_\_\_\_

子供(達)のカナダケアカード(Canada Care Card)の番号： \_\_\_\_\_

子供(達)の健康状態、その他の心配： \_\_\_\_\_

トランジションハウス(Transition House)に滞在していない子供(達)の名前： \_\_\_\_\_

配偶者(パートナー)と共同親権をもっていますか。  はい  いいえ

子供(達)に関しての契約や裁判所命令等ある場合、書いてください。 \_\_\_\_\_

\_\_\_\_\_

### 診療情報

医療やその他必需品：

- (トランジションハウスへの) アクセス困難
- アレルギー
- 食事制限

- 薬物
- 中毒
- 精神衛生（メンタルヘルス）
- その他: \_\_\_\_\_

上記の選択肢に印をつけた場合、詳細情報を書いてください。

-----  
 -----

医療提供者の名前: \_\_\_\_\_  
 電話番号: \_\_\_\_\_

緊急連絡先:  
 名前: \_\_\_\_\_ 関係: \_\_\_\_\_  
 電話番号: \_\_\_\_\_ 住所: \_\_\_\_\_

### 国籍

国籍に関わらず、全ての女性を支援します。

国籍: \_\_\_\_\_  
 カナダ入国の日付: \_\_\_\_\_

関連の場合:  
 スポンサー: \_\_\_\_\_  
 スポンサーされた年: \_\_\_\_\_

### 必需品

食事のお好みや食事制限等ありますか。（例：ベジタリアン、ハラール）

-----  
 -----  
 -----  
 -----

トランジション・ハウスで滞在する際に心配なこと等ありますか。

-----  
 -----  
 -----  
 -----

安心して安全な滞在を提供するように、私達には何ができますか。

-----  
-----  
-----  
-----

私たちに知っておくべきな事情等 ありますか。

-----  
-----  
-----  
-----

現在行われている又は将来予想される法的手続きはありますか？

\_\_ はい \_\_ いいえ

裁判所命令又は契約のコピーを提供できますか。

\_\_ はい \_\_ いいえ

### トランジション・ハウスが紹介とサービスできるリスト

どのような情報やサポートが現在最も役に立ちますか。

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> 住宅          | <input type="checkbox"/> メンタルヘルス    |
| <input type="checkbox"/> 医療          | <input type="checkbox"/> 中毒対応       |
| <input type="checkbox"/> カウンセリング（相談） | <input type="checkbox"/> 子供の保護      |
| <input type="checkbox"/> 安全の準備       | <input type="checkbox"/> 教育の情報      |
| <input type="checkbox"/> 研修・雇用       | <input type="checkbox"/> 決済サービス     |
| <input type="checkbox"/> 法的情報・サポート   | <input type="checkbox"/> 補助金        |
| <input type="checkbox"/> 送迎          | <input type="checkbox"/> その他: ----- |

## SAMPLE INTAKE FORM - KOREAN

### 입소를 위한 정보 제공

하기 정보는 이 곳에 머무시는 동안 최상의 서비스를 제공하기 위해 요청하는 사항입니다. 여러분이 답을 하시기에 안전하고 편안하다고 느끼시는 답을 제공해 주십시오.

이름: \_\_\_\_\_ 날짜: \_\_\_\_\_

주소: \_\_\_\_\_

사용 언어: \_\_\_\_\_

선호하는 언어: \_\_\_\_\_

통역사 필요 여부: \_\_\_에 \_\_\_아니오

연락이 필요할 경우, 가장 안전하게 연락이 가능한 번호는 무엇입니까?

전화 번호: \_\_\_\_\_ 낮 \_\_\_\_\_ 밤

이 번호로 메시지나 문자를 남길 수 있습니까? \_\_\_에 \_\_\_아니오

당신의 개인 정보 보호를 위해, 프로그램의 스태프는 프로그램 외부자와 당신과의 대화 또는 연락처를 공유하지 않을 것입니다. 이 부분에 대한 것은 당신의 판단에 맡깁니다.

### 어린이

어린이 이름(한 명 이상일 경우, 함께 있는 어린이들 모두의 이름을 써 주십시오):

\_\_\_\_\_

생년월일(모두 기재):

\_\_\_\_\_

캐나다 의료 카드 번호(모두 기재):

\_\_\_\_\_

어린이(들)의 건강 또는 다른 부분에 대해 가진 우려:

\_\_\_\_\_

본 여성 센터에 함께 있지 않은 다른 어린이(들)의 이름: \_\_\_\_\_

당신과 함께 어린이(들)의 후견인의 의무를 나누는 파트너가 있습니까? \_\_\_에 \_\_\_아니오

다른 후견인이 있다면, 어린이(들)에 대해 합의나 법원 명령에 대한 권리를 가집니까?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 의료 정보

의료적 또는 다른 특별 주의 사항:

- 접근 문제
- 알러지
- 음식 관련 주의사항
- 약물
- 중독
- 정신 건강
- 그 외: \_\_\_\_\_

만약 위 사항 중 하나라도 해당 사항이 있다면, 여러분을 최대한 지원하도록 자세한 정보를 제공해 주십시오.

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의료인 이름(들): \_\_\_\_\_

전화 번호: \_\_\_\_\_

비상 연락:

이름: \_\_\_\_\_ 관계: \_\_\_\_\_

전화 번호: \_\_\_\_\_ 주소: \_\_\_\_\_

## 국적 (시민권) 상태

우리는 시민권 상태와 상관없이 모든 여성을 지원합니다. 당신의 시민권 상태는 무엇입니까?

국적 (시민권) 상태: \_\_\_\_\_

캐나다 도착일: \_\_\_\_\_

해당사항이 있다면:

스폰서 명: \_\_\_\_\_

스폰서십 기간: \_\_\_\_\_

## 특별 주의 사항

음식에 관련된 특별 주의 사항이 있습니까? (예. 채식주의자, 할랄)

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만약, 본 여성 쉼터 머무는 것에 관해 걱정이 있다면 무엇입니까?

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당신의 여성 쉼터 체류를 안전하고 편리하게 하기 위해 무엇을 제공해야 할 것은 무엇입니까?

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당신에게 최상의 지원을 제공하기 위해 저희에게 알려주실 수 있는 당신의 특별한 필요는 무엇입니까?

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현재 진행 중인 소송절차가 있습니까? \_\_\_\_ 예 \_\_\_\_아니오

법원 명령 및 합의서를 제공해 주실 수 있습니까? \_\_\_\_ 예 \_\_\_\_ 아니오

## 가능한 위탁과 서비스 체크 리스트

현재 당신에게 가장 도움이 될 정보와 지원은 무엇입니까?

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> 주택         | <input type="checkbox"/> 정신 건강      |
| <input type="checkbox"/> 의료         | <input type="checkbox"/> 중독         |
| <input type="checkbox"/> 상담         | <input type="checkbox"/> 어린이 보호     |
| <input type="checkbox"/> 안전 계획      | <input type="checkbox"/> 교육 정보      |
| <input type="checkbox"/> 직업 훈련 및 직업 | <input type="checkbox"/> 소득 지원      |
| <input type="checkbox"/> 법률 정보      | <input type="checkbox"/> 이민 정착 서비스  |
| <input type="checkbox"/> 교통수단       | <input type="checkbox"/> 그 외: _____ |

# SAMPLE INTAKE FORM - PORTUGUESE BRAZILIAN 1

## INFORMAÇÕES BÁSICAS DE CONTATO PARA FINS DE ADMISSÃO

A informação a seguir é solicitada para que possamos melhor apoiá-la durante a sua estadia. Responda apenas às perguntas com as quais se sentir confortável e segura respondendo.

Nome: \_\_\_\_\_ Data: \_\_\_\_\_

Endereço: \_\_\_\_\_  
\_\_\_\_\_

Línguas faladas: \_\_\_\_\_

Língua preferida: \_\_\_\_\_

Necessita de um intérprete:  Sim  Não

Se precisarmos entrar em contato com você, qual é o número mais seguro para alcançá-la?

Telefone: \_\_\_\_\_ dia

\_\_\_\_\_ tarde

Podemos deixar uma mensagem nesse número?  Sim  Não

Para garantir sua privacidade, membros do programa não iniciarão conversas ou entrarão em contato fora do programa. Deixamos isso a seu critério.

## CRIANÇAS

Nome(s) da(s) criança(s): \_\_\_\_\_

Data(s) de nascimento: \_\_\_\_\_

Número(s) do Cartão Canadense de Cuidados (Canadian Care Card): \_\_\_\_\_

Preocupações de saúde ou gerais relacionadas à sua(s) criança(s): \_\_\_\_\_  
\_\_\_\_\_

Nome(s) da(s) criança(s) não com você na Casa de Transição (Transition House): \_\_\_\_\_

Você e seu(ua) parceiro(a) compartilham a guarda de sua(s) criança(s)?  Sim  Não

Quais, se algum, acordos ou ordens judiciais você tem com relação à(s) sua(s) criança(s)?  
\_\_\_\_\_  
\_\_\_\_\_

### ALERTA MÉDICO

Necessidades médicas ou especiais:

- Dificuldades de acessoAccess issues
- Alergias
- Preocupações dietéticas
- Medicamentos
- Vícios
- Saúde mental
- Outra: \_\_\_\_\_

Se você marcou alguma caixa acima, por favor forneça informações adicionais para que possamos melhor apoiá-lo(a).

\_\_\_\_\_  
\_\_\_\_\_

Nome(s) do(s) provedor(es) de saúde: \_\_\_\_\_ Número de telefone: \_\_\_\_\_

Contato de emergência:

Nome: \_\_\_\_\_ Relacionamento: \_\_\_\_\_

Telefone: \_\_\_\_\_ Endereço: \_\_\_\_\_

### SITUAÇÃO DE CIDADANIA

Nós apoiamos todas as mulheres independentemente da situação de cidadania. Como você descreveria sua situação?

Situação de Cidadania: \_\_\_\_\_

Data de pouso/chegada no Canada: \_\_\_\_\_

Se relevante:

Patrocinado por: \_\_\_\_\_

Ano do patrocínio: \_\_\_\_\_

## NECESSIDADES ESPECIAIS

Você tem alguma preferência alimentar ou necessidade dietética? (e.g. vegetariana, halal)

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Que preocupações, se houver, você tem de ficar hospedada na casa de transição (transition house)?

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Como podemos tornar sua estadia confortável e segura?

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Você tem alguma necessidade especial que você sente que seria útil nos informar para podermos apoiá-la da melhor forma possível?

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Existem processos judiciais em curso ou esperados? \_\_\_\_ Sim \_\_\_\_ Não

Você pode prover cópias de quaisquer ordens ou acordos judiciais? \_\_\_\_ Sim \_\_\_\_ Não

## LISTA DE POSSÍVEL(IS) REFERÊNCIA(S) E SERVIÇOS

Que informações e apoio seriam mais úteis para você agora?

- Habitação
- Médica
- Aconselhamento
- Planejamento de Segurança
- Formação e Emprego
- Informações legais
- Transporte
- Saúde mental
- Vícios
- Proteção infantil
- Informações educacionais
- Assitência de renda
- Outra: \_\_\_\_\_

## SAMPLE INTAKE FORM - PORTUGUESE BRAZILIAN 2

### INFORMAÇÕES DE CONTATOS BÁSICOS PARA ADMISSÃO

As seguintes informações são requeridas com objetivos de lhe dar mais apoio durante a sua estadia. Apenas responda as perguntas que você se sente confortável e segura de responder.

Nome: \_\_\_\_\_ Data: \_\_\_\_\_

Endereço: \_\_\_\_\_  
\_\_\_\_\_

Quais línguas você fala: \_\_\_\_\_

Qual língua você prefere falar: \_\_\_\_\_

Precisa de interprete:  Sim  Não

Se precisarmos entrar em contato com você, qual o número mais seguro para conseguirmos falar com você?

Telefone: \_\_\_\_\_ dia  
\_\_\_\_\_ noite

Podemos deixar recado nesse número?  Sim  Não

Para garantir sua privacidade, a equipe do programa não iniciará conversas ou entrará em contato com você fora do programa.

To ensure your privacy, program staff will not initiate conversations or contact you outside of the program. Deixamos isso a seu critério.

### CRIANÇAS

Nome do(a/os/as) filho(a/os/as): \_\_\_\_\_  
\_\_\_\_\_

Data(s) de nascimento: \_\_\_\_\_

Numero(s) do(s) cartão(ões) de cuidados médicos Canadense (Canadian Care Card): \_\_\_\_\_  
\_\_\_\_\_

Outros cuidados de saúde ou outros cuidados sobre suas crianças: \_\_\_\_\_  
\_\_\_\_\_

Nome da(s) criança(s) que não estão com você na Casa de Transição (Transition House): \_\_\_\_\_  
\_\_\_\_\_

Você ou seu(ua) parceiro(a) dividem guarda das suas criança(s)?  Sim  Não

Se existirem, quais acordos ou ordens judiciais você tem relacionado às suas criança(s)?  
\_\_\_\_\_  
\_\_\_\_\_

## INFORMAÇÕES MÉDICAS

Necessidades médicas ou especiais:

- Problemas de acessibilidade
- Alergias
- Restrições dietéticas
- Medicações
- Vícios
- Saúde mental
- Outros: \_\_\_\_\_

Se você selecionou alguma das opções acima, por favor forneça informações adicionais para que possamos melhor lhe ajudar.

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Nome(s) do prestador de cuidados de saúde (Health Care Provider's): \_\_\_\_\_

Telefone: \_\_\_\_\_

Contato de emergência:

Nome: \_\_\_\_\_ Grau de parentesco: \_\_\_\_\_

Telefone: \_\_\_\_\_ Endereço: \_\_\_\_\_

## STATUS DE CIDADANIA

Nós ajudamos todas as mulheres independente do status de cidadania.

Como você descreveria o seu status? \_\_\_\_\_

Data da entrada no Canada: \_\_\_\_\_

Se relevante:

Patrocinado por (Sponsored by): \_\_\_\_\_

Anos de patrocínio: \_\_\_\_\_

## NECESSIDADES ESPECIAIS

Você tem alguma preferência ou necessidade nutricional? (ex: vegetariana, halal)

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Se existirem, quais suas preocupações em ficar em uma casa de transição (transition house)?

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Como podemos fazer a sua estadia mais confortável e segura?

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Você tem alguma necessidade especial que você acha que deveríamos saber para melhor lhe ajudar?

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Existe algum processo legal em andamento ou previsto? \_\_\_\_ Sim \_\_\_\_ Não

Você pode fornecer cópia de acordos ou ordens judiciais se existirem? \_\_\_\_ Sim \_\_\_\_ Não

### LISTA DE VERIFICAÇÃO DE POSSÍVEIS REFERÊNCIAS E SERVIÇOS

Quais as informações e suportes seriam mais úteis para você agora?

- Habitação
- Assistência medica
- Aconselhamento
- Planejamento de segurança
- Formação e emprego
- Informações legais
- Transporte
- Saúde mental
- Vícios
- Proteção à criança
- Informações educacionais
- Assistência de renda
- Outras: \_\_\_\_\_

## SAMPLE INTAKE FORM - PORTUGUESE BRAZILIAN 3

### INFORMAÇÕES BÁSICAS DE CONTATO PARA FINS DE ADMISSÃO

A informação a seguir é solicitada para que possamos lhe ajudar durante sua estadia. Apenas responda às questões nas quais se sinta confortável e seguro em responder.

Nome: \_\_\_\_\_ Data: \_\_\_\_\_

Endereço: \_\_\_\_\_

\_\_\_\_\_

Idiomas falados: \_\_\_\_\_

Idioma preferido: \_\_\_\_\_

Necessita de intérprete:  Sim  Não

Caso nos precisamos lhe contactar, qual o melhor número para te encontrar?

Telefone: \_\_\_\_\_ dia

\_\_\_\_\_ noite

Podemos deixar recado neste número ?  Sim  Não

Para garantir a sua privacidade, a equipe do programa não iniciará conversas ou entrará em contato fora do programa. Nós deixamos isto a seu critério.

### FILHOS

Nome do(s) Filho(s): \_\_\_\_\_

Data(s) de Nascimento: \_\_\_\_\_

Canadian Care Card Number(s): \_\_\_\_\_

Problemas de saúde ou demais cuidados em relação a seu(s) filho(s): \_\_\_\_\_

\_\_\_\_\_

Nome(s) do(s) filho(s) que não estão com você na casa de transição: \_\_\_\_\_

\_\_\_\_\_

Você e seu parceiro dividem a guarda do seu(s) filho(s)?  Sim  Não

Caso exista, quais acordos ou ordens judiciais você tem relacionadas ao seu(s) filho(s)?

\_\_\_\_\_

\_\_\_\_\_

### ALERTA MÉDICO

Medicamentos ou necessidades especiais:

- Problemas de ataque súbito
- Alergias
- Preocupações com dieta
- Medicamentos
- Vícios
- Saúde mental
- Outros: \_\_\_\_\_

Caso tenha marcado qualquer item acima, por favor forneça informações adicionais para que possamos lhe ajudar da melhor maneira.

\_\_\_\_\_  
\_\_\_\_\_

Nome do(s) Provedor(s) de seguro de saúde: \_\_\_\_\_

Número de telefone: \_\_\_\_\_

Contato de emergência:

Nome: \_\_\_\_\_ Relacionamento: \_\_\_\_\_

Telefone: \_\_\_\_\_ Endereço: \_\_\_\_\_

### ESTADO DE CIDADANIA

Nós suportamos todas as mulheres independente do estado de cidadania. Como você descreve o seu estado?

Estado de cidadania: \_\_\_\_\_

Data de pouso/chegada no Canadá: \_\_\_\_\_

Caso seja relevante:

Patrociando por: \_\_\_\_\_

Anos de relacionamento: \_\_\_\_\_

### NECESSIDADES ESPECIAIS

Você possui algum tipo de preferência sobre a alimentação ou necessidade dietética? (e.g. vegetarian, halal)

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Caso exista, quais questionamentos você tem sobre a casa de transição?

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O que podemos fazer para que se sinta confortável e seguro na sua estadia?

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Você possui alguma necessidade especial que acha que ser importante nos comunicar para que possamos fazer o melhor para te ajudar?

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Algum procedimento legal acontecendo ou esperado? \_\_\_\_ Sim \_\_\_\_ Não

Pode fornecer alguma copia de alguma ordem da corte ou acordo? \_\_\_\_ Sim \_\_\_\_ Não

### POSSÍVEIS REFERÊNCIAS E CHECKLIST DE SERVIÇOS

Quais informação e ajudas seriam mais úteis agora?

- Habitação
- Assistência médica
- Aconselhamento
- Planejamento de segurança
- Treinamento e emprego
- Informações jurídicas
- Transporte
- Saúde Mental
- Vícios
- Proteção aos filhos
- Informação educacional
- Assistência de renda
- Outros: \_\_\_\_\_

## SAMPLE INTAKE FORM - ROMANIAN

### Informatii de baza pentru inregistrare/admisie

Urmatoarele informatii sunt necesare pentru a putea oferi sprijinul necesar pe durata sederii dumneavoastra. Raspundeti doar la intrebarile care sunt confortabile pentru dumneavoastra.

Nume: \_\_\_\_\_

Data: \_\_\_\_\_

Adresa: \_\_\_\_\_

Limbi vorbite: \_\_\_\_\_

Limba preferata: \_\_\_\_\_

Aveti nevoie de translator? \_\_\_ DA \_\_\_ NU

In cazul in care este nevoie, la care numar de telefon va putem contacta?

Telefon: \_\_\_\_\_ ziua  
\_\_\_\_\_ seara

Putem lasa un mesaj la acest numar? \_\_\_ DA \_\_\_ NU

Pentru asigurarea intimitatii dumneavoastra, personalul nu va va contacta pentru alte scopuri in afara acestui program. Lasam acest lucru la discretia dumneavoastra.

### COPII

Numele copilului/copiilor: \_\_\_\_\_

Data/Datele de nastere: \_\_\_\_\_

Numarul cardului de ingrijire canadian (Canadian care card): \_\_\_\_\_

Probleme de sanatate sau de alta natura ale copiilor: \_\_\_\_\_

Numele copiilor care nu se afla cu dumneavoastra la casa de tranzitie: \_\_\_\_\_

Dumneavoastra si partenerul dumneavoastra impartiti custodia/tutela copiilor? \_\_\_ DA \_\_\_ NU

Ce intelegeri/ordine judecatoresti se aplica in cazul copiilor (daca este cazul)? \_\_\_\_\_

### PROBLEME MEDICALE

Nevoi de natura speciala/medicale:

Probleme de acces

Alergii

Probleme de alimentatie

Medicamente

Adictii

Sanatate mentala

Altele: \_\_\_\_\_

Daca ati bifat una sau mai multe optiuni de mai sus, va rugam sa detaliati problemele, pentru a va putea asista in cel mai bun mod posibil: \_\_\_\_\_

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Numele furnizorului/asigurarii de servicii medicale: \_\_\_\_\_

Numar de telefon: \_\_\_\_\_

Persoana de contact in cazuri de urgenta:

Nume: \_\_\_\_\_

Grad de rudenie: \_\_\_\_\_

Telefon: \_\_\_\_\_

Adresa: \_\_\_\_\_

### **DATE DESPRE CETATENIE**

Oferim sprijin tuturor femeilor, indiferent de statutul cetateniei actuale. Cum ati descrie statutul actual al cetateniei dumneavoastra?

Statutul cetateniei: \_\_\_\_\_

Data sosirii in Canada: \_\_\_\_\_

Daca se aplica:

Sponsorizat(a) de catre: \_\_\_\_\_

Anul sponsorizarii: \_\_\_\_\_

### **NEVOI SPECIALE**

Exista anumite preferinte alimentare sau nevoi speciale in ceea ce priveste dieta alimentara? (exemplu:vegetarian)? \_\_\_\_\_

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Aveti ingrijorari in legatura cu sederea dumneavoastra in casa de tranzitie? Daca da, care?

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Cum va putem asigura confortul si siguranta necesare pe perioada acomodarii?

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Aveti alte nevoi speciale de care considerati ca ar trebui sa stim pentru a va putea oferi sprijinul necesar?

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Sunteti implicat(a) sau sunteti in proces de a deveni implicat(a) in vreo procedura legala? \_\_\_\_ DA  
\_\_\_\_NU  
Exista posibilitatea de a prezenta copii ale ordinelor judecatoresti? \_\_\_\_ DA \_\_\_\_ NU

### **LISTA DE SERVICII SI TRIMITERI/RECOMANDARI DISPONIBILE**

Ce fel de informatii si ajutor v-ar fi cel mai de folos in momentul de fata?

- Acomodare
- Medical
- Consiliere
- Planificarea sigurantei
- Cursuri si angajare
- Informatii legale
- Transport
- Sanatate mentala
- Adictii/Vicii
- Protectia copiilor
- Serviciu de decontare
- Informatii cu privire la educatie si invatamant
- Asistenta in ceea ce priveste venitul
- Altele: \_\_\_\_\_

## SAMPLE INTAKE FORM - RUSSIAN

### ОБЩАЯ КОНТАКТ-ИНФОРМАЦИЯ ДЛЯ ЦЕЛЕЙ ПРИЕМА

Следующая информация запрашивается для того, чтобы мы могли поддержать вас лучше всего во время вашего пребывания. Отвечайте на вопросы только если это вам удобно и комфортно сделать.

Имя: \_\_\_\_\_ Дата: \_\_\_\_\_

Адрес: \_\_\_\_\_

Знание иностранных языков: \_\_\_\_\_

Предпочтительный язык: \_\_\_\_\_

Нужен переводчик: \_\_\_\_ Да \_\_\_\_ Нет

Если нам нужно связаться с вами, укажите самый безопасный номер чтобы связаться с вами:

Номер телефона: \_\_\_\_\_ Дневной

\_\_\_\_\_ Вечерний

Можем ли мы оставить сообщение по этому номеру? \_\_\_\_ Да \_\_\_\_ Нет

Для того чтобы обеспечить конфиденциальность, сотрудники программы не будут инициировать разговор или связываться с вами вне программы. Мы оставим это решение на ваше усмотрение.

### ДЕТИ

Имена: \_\_\_\_\_

Даты их рождения: \_\_\_\_\_

Их номера карт Канадский Уход (Canadian Care): \_\_\_\_\_

Здоровье или другие проблемы в отношении ваших детей: \_\_\_\_\_

Имена детей которые не здесь с вами в Транзицион

Хаус: \_\_\_\_\_

Разделяете ли вы и ваш партнер права на попечительство ваших детей?

\_\_\_\_ Да \_\_\_\_ Нет

Имеете ли вы какие либо соглашения или решения суда (если таковые имеются) по отношению к своим детям?

\_\_\_\_\_

### МЕДИЦИНСКИЙ СИГНАЛ ТРЕВОГИ

Медицинские или особые потребности:

- Проблемы с доступом/передвижением
- Аллергии

- Диетические проблемы
- Лекарственные препараты
- Пагубные привычки
- Душевное здоровье
- Другие: \_\_\_\_\_

Если вы пометили что-то из вышеперечисленного, мы просим вас предоставить дополнительную информацию о том, как мы можем наилучшим образом поддерживать вас

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Ваш(и) провайдер(ы) медицинских услуг: \_\_\_\_\_

Номер телефона: \_\_\_\_\_

Контакты для чрезвычайных ситуаций:

Имя: \_\_\_\_\_ Родство: \_\_\_\_\_

\_\_\_\_\_

Номер телефона: \_\_\_\_\_ Адрес: \_\_\_\_\_

### СТАТУС ГРАЖДАНСТВА

Мы поддерживаем всех женщин, независимо от статуса гражданства. Как бы вы описали свой статус?

Статус гражданства: \_\_\_\_\_

Дата посадки / прибытия в Канаду: \_\_\_\_\_

Если уместно:

Кто спонсировал: \_\_\_\_\_

Годы спонсорства: \_\_\_\_\_

### ОСОБЫЕ ПОТРЕБНОСТИ

Есть ли у вас предпочтения в еде или диетические потребности? (Например, вегетарианская, халял)

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Есть ли у вас какие-либо опасения по поводу пребывания в Транзицион Хаус?

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Как мы можем сделать ваше пребывание комфортным и безопасным?

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Есть ли у вас какие-либо особые потребности/нужды, которые было бы полезно для нас знать, чтобы мы смогли поддержать вас наилучшим путем?

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Существуют ли какие-либо судебные разбирательства в стадии реализации или ожидаемости?

\_\_\_ Да \_\_\_ Нет

Можете ли вы предоставить какие-либо копии любых судебных приказов или соглашений?

\_\_\_ Да \_\_\_ Нет

#### **ВОЗМОЖНЫЕ ОБРАЩЕНИЯ И КОНТРОЛЬНЫЙ СПИСОК УСЛУГ**

Какая информация и поддержка будут наиболее полезными для вас прямо сейчас?

- Жилье
- Медицинское обслуживание
- Консультирование
- Планирование безопасности
- Обучение и трудоустройство
- Юридическая помощь
- Транспорт
- Душевное здоровье
- Пагубные привычки
- Защита детей
- Образовательная информация
- кассовое обслуживание
- Помощь/пособие по доходам
- Другое: \_\_\_\_\_

## SAMPLE INTAKE FORM - SPANISH

### INFORMACIÓN BÁSICA DEL CONTACTO CON FINES DE ADMISIÓN

La siguiente información es solicitada por nosotros para poder ayudarla de mejor manera durante su estadía. Responda solo las preguntas con las que se sienta cómoda y segura.

Nombre: \_\_\_\_\_ Fecha: \_\_\_\_\_

Dirección: \_\_\_\_\_

Idiomas: \_\_\_\_\_

Idioma Preferido: \_\_\_\_\_

Necesita Interprete:  Si  No

¿Si necesitamos contactarla, cuál es el número más seguro para hacerlo?

Teléfono: \_\_\_\_\_ de día

\_\_\_\_\_ de noche

¿Podemos dejar un mensaje en este número?  Si  No

Para asegurar su privacidad, el personal del programa no iniciará conversaciones o la contactará fuera del programa. Dejamos esto a su discreción

### HIJOS

Nombre(s) Hijo(s): \_\_\_\_\_

Fecha(s) de Nacimiento: \_\_\_\_\_

Número(s) de Canadian Care Card(s): \_\_\_\_\_

Salud u otras preocupaciones por su(s) hijo(s): \_\_\_\_\_

Nombre(s) de su hijo(s) que no se encuentran con usted en la casa de transición:

¿Comparten usted y su compañero la custodia de sus hijo(s)?  Si  No

¿Tiene algún acuerdo o un fallo de la corte a su favor relacionado a su(s) hijo(s)?

\_\_\_\_\_  
\_\_\_\_\_

## ALERTA MEDICA

Condición médica o necesidades especiales:

- Discapacidad
- Alergias
- Preocupaciones Alimenticias/Dieta
- Medicación
- Adicciones
- Salud Mental
- Otros: \_\_\_\_\_

Si usted marcó cualquier opción de arriba. Por favor, provea la información adicional para poder ayudarla de mejor manera.

\_\_\_\_\_

Nombre del Proveedor de Servicios Médicos: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Contacto de Emergencia:

Nombre:

\_\_\_\_\_

Parentesco/Relación con Usted: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Dirección: \_\_\_\_\_

## ESTADO DE CIUDADANIA

We support all women regardless of citizenship status. How would you describe your status?

Ayudámos a todas las mujeres sin importar el estado de ciudadanía. ¿Como describiría su estado?

Estado de ciudadanía: \_\_\_\_\_

Fecha de Arribo a Canadá: \_\_\_\_\_

Si es relevante:

Patrocinado por: \_\_\_\_\_

Años de patrocinio: \_\_\_\_\_

## NECESIDADES ESPECIALES

¿Tiene alguna preferencia en su comida o su dieta diaria? (Por ejemplo, vegetariana, halal)

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¿Cuáles son sus preocupaciones sobre su estadía en la casa de transición?

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¿Cómo podemos hacer que su estadía se mantenga cómoda y segura?

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¿Tiene alguna necesidad especial que usted piense o sienta que debemos saber para ayudarla de la mejor manera posible?

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¿Existen procedimientos legales en curso o en espera? \_\_\_\_ Si \_\_\_\_ No

¿Puede proveer copias de cualquier orden de la corte o acuerdos? \_\_\_\_ Si \_\_\_\_ No

## POSIBLES REFERENCIAS Y LISTA DE SERVICIOS

¿Qué información sería la mas útil para usted en este momento?

- Acomodaciones
- Médico
- Consejería
- Planificación de Seguridad
- Empleo y Entrenamiento
- Información Legal
- Transporte
- Salud Mental
- Adicciones
- Protección Hijos
- Información Educativa
- servicio de liquidación
- Asistencia Económica
- Otros: \_\_\_\_\_

# SAMPLE INTAKE FORM - TAGALOG

## PANGUNAHING IMPORMASYON

Pangalan: \_\_\_\_\_ Petsa: \_\_\_\_\_

Tirahan: \_\_\_\_\_

Linggwaheng Ginagamit: \_\_\_\_\_ Linggwaheng Nais: \_\_\_\_\_

Pangangailangan sa Tagapagsalin: \_\_\_ Oo \_\_\_ Hindi

Sa pangangailangan ng komunikasyon, ano ang pinakamaiging paraan para marating ka?

Numero ng Telepono: \_\_\_\_\_ Araw: \_\_\_\_\_ Gabi: \_\_\_\_\_

Para sa iyong pansariling seguridad, ang kawani ng programa ay hindi magsisimula ng kahit anong pakikipag-usap sa iyo sa labas ng programa. Iniiwan naming sa iyo ang karapatang iyan.

## MGA ANAK

Pangalan ng Anak/ Mga Anak \_\_\_\_\_

Kapanganakan \_\_\_\_\_

Numero ng Tarheta ng Pangangalaga \_\_\_\_\_

Alintanang Pangkalusugan \_\_\_\_\_

Pangalan ng Mga Anak Na Hindi Mo Kasama sa Bahay Transisyon \_\_\_\_\_

Nagsasalo ba kayo ng iyong asawa sa pangangalaga ng mga bata? \_\_\_ Oo \_\_\_ Hindi

Anu-anong mga pang-korteng kasunduan ang mayroon kayo na may kinalaman sa inyong mga anak?

\_\_\_\_\_  
\_\_\_\_\_

## IMPORMASYONG MEDIKAL

Pangangailangang Medikal

- |   |                                    |
|---|------------------------------------|
| <input type="radio"/> Mga Isyu Sa Pagkuha | <input type="radio"/> Paggamot     |
| <input type="radio"/> Mga Alerhiya        | <input type="radio"/> Iba Pa _____ |
| <input type="radio"/> Diyeta              |                                    |

Kung mayroong napili mula sa itaas, magbigay ng karagdagang impormasyon upang ika'y aming matulungan.

\_\_\_\_\_  
\_\_\_\_\_

Tagapagtustos ng Programang Pangkalusugan: \_\_\_\_\_

Numero: \_\_\_\_\_

Taong Lalapitan Sa Oras Ng Sakuna:

Pangalan: \_\_\_\_\_ Relasyon: \_\_\_\_\_

Numero: \_\_\_\_\_ Tirahan: \_\_\_\_\_

#### ESTADO NG IMIGRASYON

Estado ng Imigrasyon: \_\_\_\_\_ Tagapagtangkilik: \_\_\_\_\_

Petsa ng Pagdating: \_\_\_\_\_ Taon ng Pagtangkilik: \_\_\_\_\_

#### MGA ESPESYAL NA PANGANGAILANGAN

Mayroon ka bang mga espesyal na pangangailangan sa pagkain? (i.e. walang karne)

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Ano, kung mayroon, ang iyong mga pagkabahala sa pananatili sa bahay transisyon?

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Paano kami makatutulong sa seguridad ng iyong pananatili?

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Mayroon ka bang mga pangangailangang kailangan naming malaman upang mas matulungan ka?

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May inaasahan ka bang mga prosesong legal? \_\_ Oo \_\_ Hindi

Mayroon ka bang kopya ng mga legal na papeles na galing sa korte? \_\_ Oo \_\_ Hindi

#### LISTAHAN NG MGA POSIBLENG BINIGYAN NG SANGGUNI AT SERBISYO

Aling impormasyon at suporta ang pinakamakakatulong sa iyo ngayon? Ipaliwanag ang kaugnay na serbisyo at suporta, kung ano ang kaya nilang ibigay, at kung paano sila makakamit.

- Pabahay
- Medikal
- Sanggunian
- Planong Pangkaligtasan
- Pagsasanay at Hanapbuhay
- Legal na Impormasyon
- Transportasyon
- Kalusugang Pangkaisipan
- Adiksiyon
- Pangangalaga sa Kabataan
- Impormasyon sa Edukasyon
- Impormasyong Pinansiyal
- At Iba Pa \_\_\_\_\_

## SAMPLE INTAKE FORM - THAI

### ข้อมูล ติดต่อพื้นฐาน

ทางเราขอเก็บข้อมูลต่อไปเพื่อให้เราได้นับสนุนคุณอย่างดีที่สุด ระหว่างการเข้าพักรักษาของคุณ  
กรุณาตอบคำถามที่คุณรู้สึกสะดวกและปลอดภัยที่จะตอบเท่านั้น

ชื่อ: \_\_\_\_\_

วันที่: \_\_\_\_\_

ที่อยู่: \_\_\_\_\_

ภาษาที่พูดได้: \_\_\_\_\_

ภาษาที่พูด: \_\_\_\_\_

ใช้คนแปล:  ต้องการ  ไม่ต้องการ

หากเราจะต้องติดต่อคุณ เบอร์โทรไหนเป็นเบอร์ที่ปลอดภัยที่สุด?

เบอร์: \_\_\_\_\_

\_\_\_ ช่วงกลางวัน \_\_\_ ช่วงเย็น

ทางเราสามารถฝากข้อความที่เบอร์นี้หรือไม่?  ได้  ไม่ได้

เพื่อความเป็นส่วนตัวของคุณ พนักงานเราจะไม่เริ่มต้นการสนทนา หรือ ติดต่อคุณ ภายนอกของโปรแกรม เราจะปล่อยตรงนั้นให้ขึ้นอยู่กับคุณ

### บุตรหลาน

รายชื่อบุตร: \_\_\_\_\_

วันเกิด: \_\_\_\_\_

หมายเลขบัตร Canadian Care Card: \_\_\_\_\_

ข้อกังวลเกี่ยวกับสุขภาพหรือข้อกังวลของบุตร: \_\_\_\_\_

รายชื่อบุตรที่ไม่ได้มากับคุณที่นี่ \_\_\_\_\_

คุณและคู่ครองแบ่งการปกครองของบุตรหรือไม่  ใช่ ปกครองร่วมกัน  ไม่

มีข้อตกลงหรือหมายศาลใดๆ เกี่ยวกับบุตรของท่านหรือไม่ หากมี โปรดระบุรายละเอียด

\_\_\_\_\_

\_\_\_\_\_

## การแพทย์

ความต้องการทางแพทย์ :

- ปัญหาการเดินทาง
- โรคภูมิแพ้
- ปัญหาการกิน
- ยา
- เสพติด
- สุขภาพจิต
- อื่นๆ \_\_\_\_\_

หากคุณมีความต้องการทางแพทย์ กรุณาแจ้งรายละเอียดเพิ่มเติม เราจะได้ช่วยคุณได้ดียิ่งขึ้น

ชื่อผู้ให้บริการดูแลสุขภาพ: \_\_\_\_\_

เบอร์โทร: \_\_\_\_\_

ติดต่อในกรณีฉุกเฉิน:

ชื่อ: \_\_\_\_\_

ความสัมพันธ์: \_\_\_\_\_

เบอร์โทร: \_\_\_\_\_ ที่อยู่: \_\_\_\_\_

## สัญชาติ

เราสนับสนุนผู้หญิงทุกคน โดยไม่คำนึงถึงสถานะความเป็นพลเมือง หรือ สัญชาติ

สถานะสัญชาติ ของคุณเป็นอย่างไร:

\_\_\_\_\_

วันที่มาถึงประเทศแคนาดา: \_\_\_\_\_

หากระบุได้:

สนับสนุนโดย: \_\_\_\_\_

จำนวนปีที่มีการสนับสนุน: \_\_\_\_\_

## ความต้องการพิเศษ

คุณมีความต้องการเกี่ยวกับอาหารใดๆ เช่น ทานเจ มังสวิรัติ ฮาลาล

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คุณมีความกังวลใดๆ เกี่ยวกับการฝึกที่นี่

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เราสามารถทำอะไรให้คุณรู้สึกปลอดภัยและสบายขึ้นไหม

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คุณมีความต้องการพิเศษใดๆ ที่อยากให้เราทราบไหม

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คุณกำลังอยู่ระหว่างการดำเนินการทางกฎหมายหรือคาดว่าจะมีการดำเนินการหรือไม่?  ใช่  ไม่ใช่

คุณสามารถแสดงสำเนาคำสั่งศาลใดๆ หรือ ข้อตกลง ใดๆ กับเราหรือไม่?  ได้  ไม่ได้

## การแนะนำบริการ

ข้อมูล จะเป็นประโยชน์กับคุณมากที่สุดในตอนนี้?

- |   |   |
|---|---|
| <input type="checkbox"/> ที่อยู่อาศัย             | <input type="checkbox"/> บริการการตั้งถิ่นฐาน |
| <input type="checkbox"/> การแพทย์                 | <input type="checkbox"/> สุขภาพจิต            |
| <input type="checkbox"/> การให้คำปรึกษา           | <input type="checkbox"/> เสพติด               |
| <input type="checkbox"/> การวางแผน ความปลอดภัย    | <input type="checkbox"/> การคุ้มครองเด็ก      |
| <input type="checkbox"/> การฝึกอบรม และการจ้างงาน | <input type="checkbox"/> การศึกษาข้อมูล       |
| <input type="checkbox"/> ข้อมูลทางกฎหมาย          | <input type="checkbox"/> ความช่วยเหลือ รายได้ |
| <input type="checkbox"/> ขนส่ง                    | <input type="checkbox"/> อื่นๆ _____          |

## SAMPLE INTAKE FORM - VIETNAMESE

### THÔNG TIN LIÊN LẠC CẦN BẢN

Các thông tin dưới đây được yêu cầu để chúng tôi có thể hỗ trợ bạn một cách tốt nhất. Bạn chỉ cần trả lời câu hỏi bạn cảm thấy thoải mái và an toàn.

Tên: \_\_\_\_\_ Tháng/Ngày/Năm: \_\_\_\_\_

Địa chỉ: \_\_\_\_\_

Ngôn ngữ: \_\_\_\_\_

Ngôn ngữ sử dụng: \_\_\_\_\_

Cần thông dịch không?:  Cần  Không

Nếu chúng tôi cần liên lạc, bạn muốn chọn phương pháp liên lạc nào?

Điện thoại: \_\_\_\_\_ ban ngày  
\_\_\_\_\_ buổi tối

Chúng tôi có thể để lại lời nhắn?  Có  Không

Để bảo vệ quyền cá nhân, nhân viên của chúng tôi sẽ không bắt đầu cuộc hội thoại hay liên lạc với bạn ngoài chương trình. Chúng tôi để bạn tự mình quyết định.

### CHILDREN (TRẺ EM)

Tên: \_\_\_\_\_

Ngày sinh: \_\_\_\_\_

Số bảo hiểm sức khoẻ của Canada của đứa trẻ: \_\_\_\_\_

Các vấn đề sức khoẻ của con bạn: \_\_\_\_\_

Tên của các con ở ngoài Transition House: \_\_\_\_\_

Bạn và người đồng hành của bạn có chia sẻ sự giám hộ của đứa trẻ?  Có  Không

Có bất kì thỏa thuận hoặc lệnh của tòa án nào liên quan đến con của bạn, nếu có?

\_\_\_\_\_

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### MEDICAL ALERT (BÁO CÁO Y TẾ)

Nhu cầu y tế hoặc nhu cầu đặc biệt:

- Vấn đề tiếp cận y tế
- Dị ứng
- Vấn đề về chế độ ăn uống
- Thuốc men
- Nghiện
- Sức khỏe tâm thần
- Nhu cầu khác: \_\_\_\_\_

Nếu bạn chọn bất cứ trường hợp nào phía trên, vui lòng cho chúng tôi biết thêm thông tin về trường hợp của bạn, để chúng tôi có thể hỗ trợ các bạn một cách tốt nhất

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Tên của bác sĩ gia đình: \_\_\_\_\_

Số điện thoại \_\_\_\_\_

Tên Liên lạc khi khẩn cấp:

Tên: \_\_\_\_\_ Mối quan hệ: \_\_\_\_\_

Số điện thoại: \_\_\_\_\_ Địa chỉ \_\_\_\_\_

### **CITIZENSHIP STATUS (THỰC TRẠNG CÔNG DÂN)**

Chúng tôi hỗ trợ tất cả các phụ nữ bất kể thực trạng công dân. Cung cấp thực trạng công dân của bạn (ví dụ công dân, thường trú nhân, v.v): \_\_\_\_\_

Ngày định cư Canada: \_\_\_\_\_

Nếu có liên quan:

Người bảo trợ: \_\_\_\_\_

Năm tài trợ: \_\_\_\_\_

### **SPECIAL NEEDS (YÊU CẦU ĐẶC BIỆT)**

Bạn có bất cứ sở thích thực phẩm hoặc nhu cầu ăn uống đặc biệt? (Ví dụ như ăn chay, halal)

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Hãy cho chúng tôi biết nếu có bất kì điều gì làm bạn lo ngại về việc ở trong ngôi nhà chuyển tiếp?

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Có cách nào chúng tôi có thể giúp bạn thoải mái và cảm giác an toàn hơn?

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Bạn có bất cứ nhu cầu đặc biệt nào bạn cảm thấy sẽ rất hữu ích cho chúng tôi biết để chúng tôi có thể hỗ trợ bạn một cách tốt nhất?

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Các thủ tục pháp lý đang được tiến hành hoặc nằm trong dự kiến? \_\_\_\_ Có \_\_\_\_ Không  
Bạn có thể cung cấp bất kì bản sau của tất cả lệnh hoặc thoả thuận toà án? \_\_\_\_ Có \_\_\_\_ Không

**POSSIBLE REFERRALS AND SERVICES CHECKLIST  
(DANH MỤC GIỚI THIỆU VÀ DỊCH VỤ)**

Thông tin và hỗ trợ nào dưới đây hữu ích nhất cho bạn bây giờ?

- Nhà ở
- Y tế
- Tư vấn
- Kế hoạch an toàn
- Đào tạo và việc làm
- Thông tin pháp lý
- Phương tiện di chuyển
- Sức khỏe tâm lý
- Nghiện
- Bảo vệ trẻ em
- Thông tin giáo dục
- Dịch vụ thanh toán
- Hỗ trợ thu nhập
- Khác: \_\_\_\_\_

## APPENDIX D: CULTURAL SAFETY ASSESSMENT TOOL

### CULTURAL SAFETY ASSESSMENT

For the following statements, please indicate whether it is something you are Already Practicing (AP); Occasionally Practicing (OP); Not Practicing (NP).

#### Assumptions, Attitudes and Values

	I recognize that family is defined in a variety of different ways by different cultures (e.g. extended family members, kin, godparents) and do not make assumptions about the composition of the woman's family.
	I recognize that values and beliefs are developed based on many factors and can be very different for people within the same culture or ethnic group.
	I remind myself to stay curious about the individual, and challenge assumptions I may have based on appearance, language proficiency, and religious practices.
	I work toward establishing and fostering a safe and inclusive environment for women and children from all backgrounds.
	I challenge systems of oppressions and strive to equalize the power between myself and the woman.
	I recognize that the woman is the expert in her own culture and I keep my mind open to learning.
	If I feel uncomfortable or like I don't have the skills and knowledge needed to support the woman safety and meaningfully, I reach out for support from colleagues.

#### Physical Environment

	I do my best to have printed and/or posted information in my work environment that reflects the diversity and literacy of the local community.
	I ask the woman if she and her children have any dietary needs, preferences, and/or restrictions, and do my best to meet them.
	I use images and/or symbols instead of words for signage, as much as possible.
	I have a collection of up-to-date pamphlets for other community services, and I make it available at an easily accessible location.
	I create a safe space for the woman to talk, including giving her options about where she sits and whether the door is open or closed.

## Communication

	I ask the woman if they have a preferred interpreter, and avoid asking the children to be the interpreter.
	I offer multilingual staff or interpreters for assessment, intake, and other interventions with the woman, and with any family members who have limited English proficiency.
	I find ways to provide alternatives to communication methods besides spoken communication.
	I recognize that the level of spoken English proficiency does not reflect the woman's ability to understand written English, and/or her native languages.
	I work toward increasing my knowledge about how my body language may be perceived by different cultural groups, and how that may impact communication.
	I proactively ask the woman if there is anything she may need, instead of waiting for her to make a request.
	I am transparent about the supports I can offer and the limitations of confidentiality.
	I always ask for the woman's permission before making a referral, or taking any action on her behalf.

## Organizational Response

	I advocate for the review of my program or organization's mission statement, goals, policies, and procedures to ensure they incorporate principles and practices that promote cultural and linguistic competence.
	I maintain positive working relationships with local multicultural service agencies, and encourage cross sector training to increase overall knowledge.
	I screen resources for cultural, ethnic or racial stereotypes, and/or inclusion before sharing them with individuals and families served by my program or organization.
	I take professional development and training to enhance my knowledge and skills in providing services and supports to culturally, ethnically, racially, and linguistically diverse groups.
	I am aware of my organization's policy and procedures on responding to clients and staff engaging in behaviours that are prejudiced, biased, and/or racist.

# APPENDIX E: ACTION PLANS

	<b>SHORT TERM</b> Promising Practices to be implemented:	How can the practice be implemented successfully within my agency?
PRACTICAL		
ORGANIZATIONAL		



	How can we sustain and monitor the changes made? What are indicators of success?	Who needs to be involved? What resources are required?



	<b>INTERMEDIATE TERM</b> Promising Practices to be implemented:	How can the practice be implemented successfully within my agency?
PRACTICAL		
ORGANIZATIONAL		





	How can we sustain and monitor the changes made? What are indicators of success?	Who needs to be involved? What resources are required?



	<b>LONG TERM</b> Promising Practices to be implemented:	How can the practice be implemented successfully within my agency?
PRACTICAL		
ORGANIZATIONAL		





	How can we sustain and monitor the changes made? What are indicators of success?	Who needs to be involved? What resources are required?

## APPENDIX F: ADDITIONAL RESOURCES

### CRISIS SUPPORT

#### VictimLink BC

- Toll free: 1-800-563-0808; 24 hours a day, seven days a week
- TTY access: 604-875-0885
- Collect: Telus Relay Service at 711
- Text: 604-836-6381
- Email: [victimlinkbc@bc211.ca](mailto:victimlinkbc@bc211.ca)
- Online: [www.victimlinkbc.ca](http://www.victimlinkbc.ca)

#### Victim Safety Unit

- Toll free: 1-877-315-8822
- [www.pssg.gov.bc.ca/victimservices/shareddocs/pubs/HSHEnglishVictimNotification.pdf](http://www.pssg.gov.bc.ca/victimservices/shareddocs/pubs/HSHEnglishVictimNotification.pdf)

### MULTICULTURAL ORGANIZATIONS IN BC

- Affiliation of Multicultural Societies and Service Agencies of BC (AMSAA) [www.amssa.org](http://www.amssa.org)
- MOSAIC [www.mosaicbc.com/](http://www.mosaicbc.com/)
- Vancouver & Lower Mainland Multicultural Family Support Service Society [www.vlmfss.ca](http://www.vlmfss.ca)

### HOUSING RESOURCES

- BC Housing [www.bchousing.org](http://www.bchousing.org)
- BC Non-Profit Housing Association [www.bcnpha.ca](http://www.bcnpha.ca)
- Residential Tenancy Branch [www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies](http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies)
- Residential Tenancy Act [www.bclaws.ca/civix/document/id/complete/statreg/02078\\_01](http://www.bclaws.ca/civix/document/id/complete/statreg/02078_01)
- Tenant Resource Advocacy Centre [www.tenants.bc.ca](http://www.tenants.bc.ca)
- Ready to Rent [www.readytorentbc.org](http://www.readytorentbc.org)

### SUPPORTS FOR IMMIGRANT AND REFUGEE WOMEN

- Welcome BC Newcomer's Guide: Provincial  
[www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides/Newcomers-Guide-Provincial](http://www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides/Newcomers-Guide-Provincial)
- Welcome BC Newcomers' Guide: Local  
[www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides/Newcomers-Guide-Local](http://www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides/Newcomers-Guide-Local)

- Information for Sponsored Spouses or Partners  
[www.cic.gc.ca/english/resources/publications/family-sponsorship.asp](http://www.cic.gc.ca/english/resources/publications/family-sponsorship.asp)
- The Canadian Council for Refugees  
<http://ccrweb.ca/en/conditional-permanent-residence>
- Settlement.org for a variety of translated documents  
[www.settlement.org/translated-information/](http://www.settlement.org/translated-information/)

## CULTURALLY SAFE AND RESPONSIVE APPROACHES

- Toolkit: Supporting Immigrant and Refugee Women and Children Dealing with Violence In their Relationship  
[www.mcf.gov.bc.ca/podv/pdf/knowledge\\_exchange\\_toolkit.pdf](http://www.mcf.gov.bc.ca/podv/pdf/knowledge_exchange_toolkit.pdf)
- Empowering Non-Status, Refugee, and Immigrant Women Who Experience Violence  
[www.bwss.org/wp-content/uploads/2010/07/NSRIW-MANUAL.pdf](http://www.bwss.org/wp-content/uploads/2010/07/NSRIW-MANUAL.pdf)
- Promising Practices to Engage Engaging Ethno-cultural Communities in Ending Domestic Violence  
[www.ucalgary.ca/resolve-static/reports/2010/2010-04.pdf](http://www.ucalgary.ca/resolve-static/reports/2010/2010-04.pdf)
- Addressing Domestic Violence in Immigrant Communities: Critical Issues for Culturally Competent Services  
[www.vawnet.org/Assoc\\_Files\\_VAWnet/AR\\_DVImmigrantComm.pdf](http://www.vawnet.org/Assoc_Files_VAWnet/AR_DVImmigrantComm.pdf)
- On Her Way: Primary Prevention of Violence Against Immigrant and Refugee Women in Australia  
[www.mcwh.com.au/downloads/publications/On\\_Her\\_Way\\_2011.pdf](http://www.mcwh.com.au/downloads/publications/On_Her_Way_2011.pdf)

## LEGAL RESOURCES IN BC

- Clicklaw [www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)
- JP Boyd on Family Law [http://wiki.clicklaw.bc.ca/index.php/JP\\_Boyd\\_on\\_Family\\_Law](http://wiki.clicklaw.bc.ca/index.php/JP_Boyd_on_Family_Law)
- JP Boyd on Family Law: The Blog <http://bcfamilylawresource.blogspot.ca/>
- Legal Services Society [www.lss.bc.ca/](http://www.lss.bc.ca/)
- YWCA Vancouver Legal Education: Publications  
<http://ywcavan.org/programs/legal-education/legal-education-publications>
- BC Human Rights Tribunal [www.bchrt.bc.ca](http://www.bchrt.bc.ca)
- BC Family Law Act online [www.bclaws.ca/civix/document/id/complete/statreg/11025\\_01](http://www.bclaws.ca/civix/document/id/complete/statreg/11025_01)
- Legal Service Society resources regarding the Family Law Act  
[www.familylaw.lss.bc.ca/legal\\_issues/legalSystemBasics.php](http://www.familylaw.lss.bc.ca/legal_issues/legalSystemBasics.php)  
[www.familylaw.lss.bc.ca/resources/publications/](http://www.familylaw.lss.bc.ca/resources/publications/)

## CITIZENSHIP AND IMMIGRATION CANADA (CIC) MATERIALS

- CIC Backgrounder for Conditional Permanent Residence  
[www.cic.gc.ca/english/resources/manuals/bulletins/2012/ob480.asp](http://www.cic.gc.ca/english/resources/manuals/bulletins/2012/ob480.asp)

- All CIC backgrounders  
[www.cic.gc.ca/english/department/media/backgrounders/2011/2011-06-27.asp](http://www.cic.gc.ca/english/department/media/backgrounders/2011/2011-06-27.asp)
- Registration for receiving CIC online updates (includes backgrounders, news releases, statements, speeches)  
[www.cic.gc.ca/english/department/media/subscription.asp](http://www.cic.gc.ca/english/department/media/subscription.asp)

## ORGANIZATIONAL ASSESSMENT TOOLS

- Creating Accessible, Culturally Relevant Domestic Violence and Trauma-Informed Agencies, 2012. Accessing Safety and Recovery Initiative and National Centre on Domestic Violence, Trauma and Mental Health.  
[www.nationalcenterdvtraumamh.org/wp-content/uploads/2012/03/ACDVTI-Self-Reflection-Tool\\_NCDVTMH.pdf](http://www.nationalcenterdvtraumamh.org/wp-content/uploads/2012/03/ACDVTI-Self-Reflection-Tool_NCDVTMH.pdf)
- The Practice Implementation Manual: A Guide for Sharing Promising Practices in VAW Transition Houses and Shelters, 2016. Canadian Network of Women's Shelters and Transition Houses.  
[http://endvaw.ca/wp-content/uploads/2016/05/PIM\\_Manual\\_ENG\\_WEB\\_new\\_042416.pdf](http://endvaw.ca/wp-content/uploads/2016/05/PIM_Manual_ENG_WEB_new_042416.pdf)

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