ACKNOWLEDGEMENTS

BUILDING SUPPORTS PROJECT TEAM

Jill Atkey - Director, Research and Education, BC Non-Profit Housing Association
Joanne Baker - Executive Director, BC Society of Transition Houses
Louise Godard - Building Supports Coordinator
Margaret Jackson - Professor Emerita, The FREDa Centre, Simon Fraser University
Hannah Lee - Manager of Membership Services, BC Society of Transition Houses
Catherine Talbott - Executive Director, BC Society of Transition Houses

Special thanks to Kate Rossiter, Ending Violence Association of BC; Pakka Liu, Training Coordinator, BC Society of Transition Houses; and, Amy S. FitzGerald, Legal Coordinator, BC Society of Transition Houses.

BUILDING SUPPORTS ADVISORY COMMITTEE

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Niki Antonopoulou - Atira Women's Resource Society
Shashi Assanand - Vancouver Lower Mainland Multicultural Family Services Society
Natasha Beg - Immigration, Refugees and Citizenship Canada, Ottawa
Perminder Flora - MOSAIC
Kathi Helm - Prince George Elizabeth Fry Society
Mary Kam - SUCCESS
Laura McLeod - Immigration, Refugees and Citizenship Canada, Ottawa
Ann Pederson - BC Women's Hospital and Health Centre
Kate Rossiter - Ending Violence: Association of BC
Lisa Rupert - YWCA Vancouver
Sairoz Sekhon - BC Housing
LIVED EXPERIENCE ADVISORY COMMITTEE

Raj Chahal
Solange Gham
Hufsa Iqbal
Anu Rana
Petra Ruscher

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Report prepared by Louise Godard and Hannah Lee
Editor Grace Chin

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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. Pangts 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, 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. 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 safe services and supports for immigrant and refugee women leaving violence.

---

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

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 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.

---

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 relationships.
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

**Examples from the Field: A Music Library**

In Prince George, the Elizabeth Fry Society has created a diverse music library that residents can access for listening to music in their room; while doing crafts in the craft room; baking in the kitchen; etc.

**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

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.
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.

**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?

**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:

<table>
<thead>
<tr>
<th>FROM</th>
<th>TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you Canadian?</td>
<td>We serve all women regardless of their citizenship status. How would you describe yours?</td>
</tr>
<tr>
<td>Have you experienced family violence?</td>
<td>Do you have any concerns about family safety?</td>
</tr>
<tr>
<td>Can you speak English?</td>
<td>What languages are you comfortable using?</td>
</tr>
<tr>
<td>What is the name and address of the abuser?</td>
<td>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.</td>
</tr>
</tbody>
</table>
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.bcssth.ca/sites/default/files/BCSTHPolicyTemplateGuide_Final.pdf](http://www.bcssth.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 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.\(^5\)

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:

• 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
  • VictimLink BC: www.victimlinkbc.ca
  • HealthLink BC: www.healthlinkbc.ca
  • Provincial Language Services: http://pls.phsa.ca/
  • Vancouver Lower Mainland Multicultural Family Support Service: www.vlmfss.ca
  • MOSAIC: 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.

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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.7

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 lifestyle, 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.”


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.”

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:**

- 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.

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9 ibid

• 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:11

• 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

11 Adapted from Resolving Conflict Situations, University of California, Berkley. 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

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

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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 Neglect13.

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 common14.

The Legal Services Society (LSS) Sponsorship Breakdown Booklet15 provides guidance for Permanent Residents and Conditional Permanent Residents who need help when the person sponsoring them in

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
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
15 The Legal Services Society (LSS) Sponsorship Breakdown Booklet: 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.16

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 exemption17 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 exemption18 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.19

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.20

3. Live-In Caregiver Program

In 2014, the Live-in Caregiver Program (LCP) was replaced by a new Caregiver Program21 which includes two new Permanent Resident classes:

16 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)
17 Study permit exemptions: [www.cic.gc.ca/english/study/study-who.asp](http://www.cic.gc.ca/english/study/study-who.asp)
• 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 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 (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

23 West Coast Domestic Workers’ Association 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.24

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.25 The Legal Services Society provides legal representation in these cases. Processing times for applications for humanitarian and compassionate consideration are approximately three years.26

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.


25 Information on humanitarian and compassionate considerations can be found at www.cic.gc.ca/english/resources/tools/perm/hc/

26 Check application processing times: 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 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.

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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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)\textsuperscript{29} 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.\textsuperscript{30} And The Salvation Army’s Deborah’s Gate Program\textsuperscript{31} 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\textsuperscript{32}

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.\textsuperscript{33}

\textsuperscript{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
\textsuperscript{30} The People’s Law School: \url{www.publiclegaled.bc.ca/wp-content/uploads/2014/04/English-Human-Trafficking-2014_online.pdf}
\textsuperscript{31} Deborah’s Gate: \url{www.deborahsgate.ca}
\textsuperscript{32} Without Consent: Strategies for Identifying and Managing Risk in Cases of Forced Marriage (2016). MOSAIC and Ending Violence Association BC.
\textsuperscript{33} Without Consent: Strategies for Identifying and Managing Risk in Cases of Forced Marriage: \url{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.*

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 many 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](http://www.bclaws.ca/civix/document/id/complete/statreg/11025_01)) 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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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)._ 37

[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._ 38


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 39, 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 40, 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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39 VictimLink BC: Toll free: 1-800-563-0808; 24 hours a day, seven days a week [www.victimlinkbc.ca](http://www.victimlinkbc.ca)

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.41

41 The Legal Services: www.familylaw.lss.bc.ca/resources/pdfs/pubs/For-Your-Protection-eng.pdf Victim Services: www.pssg.gov.bc.ca/victimservices/
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. The Legal Services Society provides information about criminal trials.

43 Legal Services Society: 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\(^44\) 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.\(^45\) 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.\(^46\)

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.


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 ethnocultural communities are still perceived to be in their infancy.47 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.

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.  

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. 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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**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. 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.

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**Examples from the Field: Enhancing Harmony**


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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.” 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.

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:


[link]

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:

[link]

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. 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." 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.

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,

54 ibid
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, Niolon 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; Ponic 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; Ponic 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; Ponic 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; Ponic 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?

ADULT
- Domestic violence
- Same-sex domestic violence
- Violence and/or abuse by mother, father, brother, sister-in-law, and/or by natal family members
- Sexual abuse that can include marital rape, being forced to watch and imitate pornographic acts, extreme sexual neglect
- Economic abuse and isolation from family and friends
- Battering during pregnancy
- Being coerced into criminal activity
- Extreme exploitation of household labor
- Sexual harassment (by employers, fellow employees, fathers or brothers-in-law, clergy, therapists or doctors)
- Victim blaming and rejection by community
- Being infected w/ STDs and/or HIV
- Kidnapping and/or killing of children
- "Honor" killing
- Murder, also referred to as intimate homicide or female

YOUNG ADULT
- Date violence, date rape
- Rape, including wartime rape
- Denying choice of marriage partner &/or sexual orientation
- Dowry-related deaths

TEENAGER
- Rape or coerced sex, resulting pregnancy can get victim killed
- Forced marriage (to parents’ choice, to a much older man, to the woman’s rapist)
- Ignorance about sex, anatomy, sexual health
- Control over sexuality and sexual orientation
- Trafficking (including mail order brides)
- Forced into prostitution

INFANT
- Female fetuses are aborted
- Infanticide
- Malnourishment - less food &/or less nutritious food
- Withholding medical care

ELDER
- Physical abuse by adult children or caretakers
- Spouse abuse
- Exploitation for household labor or child care
- Withholding health care and medication
- Demeaning widowhood

CHILD
- No or very little schooling
- Child labor
- Child prostitution
- Physical abuse &/or neglect
- Sexual abuse – incest &/or molestation
**Immigrant Power and Control Wheel**

**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 herself
   - 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

---

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:

  o  Access issues

  o  Allergies

  o  Dietary concerns

  o  Medications

  o  Addictions

  o  Mental health

  o  Other__________

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.

- Housing
- Medical
- Counseling
- Safety Planning
- Training and Employment
- Legal Information
- Transportation
- Mental Health
- Addictions
- Child protection
- Educational Information
- Settlement Service
- Income Assistance
- Other_________________________
استمارة طلب بيانات خاصة

البيانات المطلوبة ستسممنا على تقديم أفضل الخدمات لكم خلال فترة الاقامة. الرجاء الإجابة إلا على الأسئلة التي تضمن الحفاظ على سلامتكم.

الاسم واللقب:____________________________________________

تاريخ اليوم:____________________________________________

ال住所:____________________________________________________

اللغات المتقنّة:____________________________________________

اللغة المحبّة:____________________________________________

هل تريد مترجم؟

نعم:____________________________________

لا:___________________________________________

ماهو رقمكم خلال البارجر؟

خلال النهار:________________________________

خلال المساء:___________________________________

هل تستطيع ترك رسالة صوتية على هذا الرقم؟

نعم:____________________________________

لا:___________________________________________

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

الأطفال

أسماء الأبناء:____________________________________________________

تاریخ الولادة:____________________________________________

أسماء الأبناء الذين لا يعيشون معكم في مركز الإقامة القيمة:________________________________

هل تقسم حضانة الأطفال مع فريقك أو فريقتك؟

نعم:____________________________________

لا:___________________________________________

هل هناك أي إتفاق أو حكم محكمة بخصوص الأطفال؟

_____________________________________________________________

_____________________________________________________________
بيانات طبية

مشاكل صحية أو أي طلبات خاصة:

- صعوبة النقل
- حساسية
- ذو علاقة بالحمية
- أدوية
- إدمان
- أمراض ذهنية
- أعراض أخرى

الرجاء تقديم اي تحاليف أخرى إذا كان أي من الحالات أعلاه تنطبق علىكم:
______________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
________________________

الإتشمند الخدمات الصحية:

________________________

رقم الهاتف:

الإتصال في حالة الضرورة:

________________________

إسم واللقب:

________________________

الصلة:

________________________

رقم الهاتف:

العنوان:

________________________

وضعية الإقامة

نحن ندعم النساء في وضعية اقامتهم بكندا.

ما هي وضعية اقامتكم في كندا؟

تاريخ الوصول لكندا:

إذا ينطبق عليكم:

برعاية:

مدة الرعاية:

طلبات خاصة

هل تدينكم أي طلبات خاصة بالأكل أو هل تتبعون حمية معينة (خالص، نظام حمية ديني)؟

________________________

________________________
هل لديك أي اعتراض أو مخاوف من الإقامة في مركز الإقامة الوقتية؟

__________________________

كيف بإمكاننا تقديم خدمات إقامة أفضل؟

__________________________

هل لديك أي طلبات خاصة أخرى ترون أن بإمكاننا مساعدتكم في تحقيقها؟

__________________________

هل هناك أية أجراءات قانونية تنتظرونها أو قيد التنفيذ؟

نعم: ______________________________________

لا: ______________________________________

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

نعم: ______________________________________

لا: ______________________________________

قائمة المراجعة

ما هي المجالات التي تحتاجون فيها إلى معلومات إضافية أو مساعدة مباشرة؟

- إقامة
- خدمات طبية
- إرشاد
- خدمات سلامة
- تكوين وتشغيل
- استشارة قانونية
- خدمات تعليم
- صحة ذهنية
- إدمان
- حماية للأطفال
- استشارة عن التعليم
- خدمات تسويه
- استشارة عن الدخل
- طلبات أخرى: _______________
নমুনা সংগঠিত মালিক যোগাযোগ তথ্য

আপনার অবস্থানকালীন সময়ে সর্বাঙ্গীন সহযোগিতা প্রদান নিদর্শিত করার লক্ষ্যে নিশ্চিত তথ্যগুলি প্রদান করুন। তথ্য যে সমস্ত তথ্য নিতে আপনি গ্রহণ ও নিরাপদ রোদ করেন সেগুলি পূর্ণ করুন।
নাম:  তারিখ:  
ঠিকানা:  
কথার ভাষা:  পঞ্চনামী ভাষা:  
অনুবাদক:  হ্যাঃ  না  
আপনাকে যোগাযোগের নিরাপদ নাম্বার প্রদান করুন?

শিক্ষক:  নিরক্ষর:  ব্যাক্তিকরণ:  ব্যক্তিকরণ:

আমরা যি এই নম্বরে কোন বার্তা পাঠাতে পারিত?
আপনার প্রশ্ননিবারণ ব্লকে কর্মচারী সংশি-সংশি টাকায়, কর্মচারী বার্ষিক কোন প্রকার যোগাযোগ আপনার সাথে করবেন।

মূল্যায়ন সম্পূর্ণ আপনার ইচ্ছার জন্য।

সত্য

শিক্ষা নাম
জন্ম:  তারিখ:  
পরিবার নাম:  
আপনার শিক্ষা শ্রেণি অথবা কোন অন্য তথ্য ম্যানিফেস্টেশন নির্দেশ:

আপনার সাথে অবস্থান না করা সম্ভব এর নাম
আপনি আপনার জীবন সংক্রান্ত কিসমতের অভিভাবকের শেষার করেন?  হ্যাঃ  না  
আপনার কাছে কি সম্ভবের অভিভাবক বিশ্বাস আদালতের কোন আদেশনামা আছে?

চিকিৎসা সতর্কতা

চিকিৎসা/ বিশেষ প্রযোজন

- আলাদাধর্মী  
- অবস্থানমূলক বাড়স্তি  
- গৃহ তালিকা  
- আইকডি

উপরোক্ত কোনটিতে টিক চিহ্ন দেওয়া হলে, দেয়া করে বিশেষ বিবরণ প্রদান করুন, আমাদের সর্বাঙ্গীন সহযোগিতার সুযোগ নিন।

ব্যাপার সেবা প্রদানকারীর নাম:  টেলিফনের নাম:  অনুষ্ঠানী যোগাযোগ:  
নাম:  সংপর্ক:  

- মানসিক কৃত্তিয়  
- অন্যান্য
টেলিফোন __________________________________
ঠিকানা ___________________________________

নামসারিত

আমরা নামসারিত নিবন্ধে সকল মহিলা প্রকল্পের সহযোগিতা করে থাকি। আপনি কিভাবে আপনার অবস্থান কর্তৃনা করতে চান?
নামসারিতঃ ____________________________
আপনির তারিখঃ ______________________
যদি প্রয়োজন হযঃ __________________

বিশেষায়িত প্রশ্ন

আপনার কি বিশেষায়িত খাদ্য এর চাহিদা আছে? (নিবন্ধিত ভোজী, হলাল)

________________________________
জাপ্স্ট কালীন নিবন্ধে খাদ্য ব্যবহার আপনার কোন মতামত আছে কি?

________________________________
আমরা কিভাবে আপনার অবস্থান আরামদায়ক ও নিয়ন্ত্রণ করতে পারি?

________________________________
আপনার বিশেষ প্রয়োজনীয় কোন তথ্য যা আমাদের জানাতে চান, যাতে করে আমরা আপনাকে সরবরাহ করতে পারি?

________________________________
আপনি কি চলমান আইনি ব্যবস্থার মধ্যে আছেন? _____ হ্যা _____ না
আপনি কি আমাদের আদেশনামা উপস্থাপন করতে পারবেন? _____ হ্যা _____ না

সম্পূর্ণ সার্ফারেলগলি এবং সেবা চেকলিস্ট সমূহ

নিচে নিম্নিপ্রস্তুত সেবাগুলোর মধ্যে কোনটি আপনার জন্য প্রয়োজনীয়? আপনাদের সুবিধার্থে আর কি সেবা আমরা প্রদান করতে পারি?

• বাসস্থানসমূহ
• চিকিৎসা সেবাসমূহ
• নিরাপত্তা পরিকল্পনা
• প্রশিক্ষণ ও কর্মসংস্থান
• আইনি তথ্য
• পরিবহন ব্যবস্থা
• মানসিক সাহায্য
• অনুরোধ
• শিশু নিরাপত্তা

• শিক্ষাগত তথ্য প্রদান
• আয় কর্তব্য জন্য সহযোগিতা
• অন্যান্য __________________________
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，我们给您自由的处权。
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____________________________________

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 Citizenship 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?
__________________________________________________________________________________________
__________________________________________________________________________________________

为让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?

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

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 ______________________

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)?

__________________________________________________________________________________________
__________________________________________________________________________________________

醫療資料 Alert

醫療需要  Medical or special needs:

☐ 無障礙設施 Access issues
☐ 過敏症 Allergies
☐ 飲食需要 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 ________________________________________________________________________
________________________________________________________________________

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）

__________________________________________________________________________________________
__________________________________________________________________________________________

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?
__________________________________________________________________________________________
__________________________________________________________________________________________

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?
__________________________________________________________________________________________
__________________________________________________________________________________________

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?
__________________________________________________________________________________________
__________________________________________________________________________________________

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?

- [ ] 房屋申請援助 Housing
- [ ] 醫療服務 Medical
- [ ] 輔導服務 Counseling
- [ ] 安全計劃 Safety Planning
- [ ] 就業或職業培訓 Training and Employment
- [ ] 法律資訊 Legal Information
- [ ] 交通 Transportation
- [ ] 精神健康服務 Mental Health
- [ ] 移民安頓服務 Settlement Service
- [ ] 濫藥癮癖或酗酒治療服務 Addictions
- [ ] 兒童保護 Child protection
- [ ] 教育 Educational Information
- [ ] 收入援助 Income Assistance
- [ ] 其他 Other ___________________
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 ترجمه دارد: بلی: خیر: 

گر صورتی که نیاز داشته باشیم با شما تماس گیریم امین ترین رابطه با شما چیست 
تلفن در طول روز: 
تلفن بعد از روز: 

آیا می توانیم روی شماره های بالا 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 فرزندتان: 

نام فرزندانی که هر یک در ترنزیشن هوس نیستند: 

آیا شما و همسرتان حق حضانت فرزندتان را تضمین می کنید: بلی: خیر: 

در صورتی که دادگاه حکم داده مورد شما و فرزندتان داده است ذکر کنید.

هشدار های پزشکی

پنیز های پزشکی
در صورتی که موارد بالا را علامت زده اید لطفاً توضیح دهید تا بتوانیم بهتر حمایتتان کنیم

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

پوشش درمانی می‌دهد: اطلاعات کسی که شما را تلفن تماس: ً
الفام: ً
اطلاعات تماس در مواقع اضطراری: ً
نام: ً
چه رابطه ای با شما دارد؟ ً
تلفن: ً
آدرس: ً

وضعیت اقامت

گام تمامی خانم‌ها را مستقل از وضعیت اقامت حمایت می‌کنیم. وضعیت اقامت خود را چگونه توصیف می‌کنید

وضعیت اقامت: ً

تاریخ اولین ورود به کانادا: ً

در صورتی که شامل حال شما می‌شود

اسپانسر شده توسط: ً

چند سال از که اسپانسر شده اید: ً
نیازهای ویژه
(آیا نیاز ویژه غذايي با رژيم غذايي خاص داريد؟ (براي مثال: غذاي گياهي/ حالات)
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
چه دغدغه هایی (در صورت وجود) نسبت به اقامت در خانه های موقت دارد؟
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
چگونه می توانیم اقامت امن و راحتی برای شما فراهم کنیم؟
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
آیا نیاز ویژه ای دارید که در صورتی که ما بدانیم بتوانیم بهتر حمایتتان کنیم؟
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
آیا فرايند حقوقی شما در حال انجام است؟ بلی: ___________ خیر: ___________
آیا می توانید کمی از حکم دادگاهتان را فراهم کنید؟ بلی: ___________ خیر: ___________
فهرست توصیه نامه ها

آگهی اطلاعات به کار شما می‌آید

- مسکن
- پزشکی
- مشاوره
- امنیت
- آموزش و کاریابی
- اطلاعات حقوقی
- حمل و نقل
- سلامت روان
- اعتیاد
- حمایت از کودکان
- تخصصات
- کمک مالی
- سایر: __________________________________________________________
SAMPLE INTAKE FORM - FRENCH

Tous les exemples de formulaires ci-dessous sont des modèles que vous pouvez modifier en fonctions 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
Pouvenons-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 :
  o Problèmes d’accès
  o Allergies
  o Préoccupations alimentaires
  o Médicaments
  o Dépendances
  o Santé mental
  o 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 sponsorisation:___________________

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 ?

________________________________________________________________________
________________________________________________________________________

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

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
- Entrainement et Emploi
- Informations Légales
- Transport
- Santé mentale
- Dépendances
- Child protection
- Information Éducationnelles
- Service de règlement
- Assistance revenu
- Autres__________________
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 Vermundschaft 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.

_____________________________________________________________________________________
_____________________________________________________________________________________

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)
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

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

Wie können wir Ihren Aufenthalt angenehm und sicher gestalten?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

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

Gibt es aktuell rechtliche Verfahren oder werden sie erwartet? __ Ja __ Nein
Können Sie Kopien von relevanten Gerichtsbeschlüssen oder sonstigen Absprachen vorlegen?__ Ja __ Nein

CHECKLISTE FUR WEITERE ERVICES ÜND BENÖTIGTE BERATUNG

Welche Informationen und Beratung wären für Sie aktuell am nützlichsten?

- Wohnberatung
- Medizinische Beratung
- Beratung
- Sicherheitsberatung
- Trainings- und Jobberatung
- Rechtliche Hilfe
- Transport
- Psychologische Hilfe

- Suchtberatung
- Kinderschutz
- Informationen über Schule und Ausbildung
- Abwicklungsservice
- Hilfe beim Finden von Beruf und Einkommen
- Sonstiges: ____________________
SAMPLE INTAKE FORM - HINDI

अनुबंध-सी : नमूना दाखिला प्रपत्र (फार्म)

नीचे दिये हुए सभी नमूना प्रपत्र (फार्म), टेंप्लेट प्रपत्र (फार्म) हैं, जिन्हें आप अपने कार्यक्रम की जरूरत के मुताबिक संस्थापित 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 समय एवम सहयोग देने के लिए अनुशंसा किया गया है। आप उन्हीं प्रश्नों का उत्तर दें, जिसमें आप आरामदायक व सुरक्षित महसूस करे।

नाम : ___________________________________ तारीख : __________________________
पता : _________________________________ बोलने वाली भाषा : __________________
यदि हमें आपको 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? ______ है ______ नहीं

आपकी गोपनीयता सुनिश्चित करने के लिए हमारे कार्यक्रम के कर्मचारी, कार्यक्रम के बाहर आपसे संपर्क नहीं करें। हमारे कार्यक्रम के विवेक लेकिन इससे संबंधित कोई समझौता या अनुदान (कोट) के आदेश नहीं है।

बच्चे

बच्चे (बच्चों) का नाम ____________________________________________
जन्मदिन की तारीख __________________________
देखभाल कार्यक्रम/ संयोजन ________
स्थाप्त या अपने बच्चों/बच्चों के बारे में अन्य चिंताएँ __________________________________________________

संस्थान-घर (दूरकारण हाउस) में बच्चे या बच्चों का नाम जो नुम्बर से सथा नहीं है - __________________________________
क्या आप व आपके जीवन-साथी, अपने बच्चों के संस्थान (स्कूल/सामूहिक) को शेयर करते हैं? ___ है ___ नहीं
क्या आपके बच्चों (बच्चे) से समवाहित कोई समझौता या अदालत (कोट) के आदेश है? _______________________________
चिकित्सा चेतावनी

--- मेडिकल या विशेष जरूरतें :

- पहुंच समस्याओं (एक्ससेस इश्यू) ☐
- एल्जी ☐
- आहार विताएं ☐
- 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।

____________________________________________________________________________________________________________
____________________________________________________________________________________________________________

चिकित्सा देखभाल प्रदाता के नाम : _________________________________________________________________
टेलीफ़ोन नंबर ___________________________
आपातकालीन संपर्क:

नाम ______________________________ संबंध __________________
टेलीफ़ोन 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 : _________________________________________________________________
लैंडमार्क / आगमन की लिथिद : __________________________________________________________
यदि प्रासंगिक हैं: _________________________________________________________________
(किसने स्पोंसर किया) : ______________________ प्रायोजित वर्ष/साल ☐ (कब स्पोंसर किया) __________

विशेष जरूरतें

क्या आपकी कोई पसंदीदा मोजन या आहार में प्रतिक्रिया है?

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

________________________________________________________________________________________

हम आपका रहना कैसे आरामदायक और सुरक्षित बना सकते हैं?

________________________________________________________________________________________

आपके बारे में ऐसी कोई सी जानकारी है, जो हमें आपको समर्पण/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 दें सकते हैं?    हाँ    नहीं

<table>
<thead>
<tr>
<th>संभव रेफरल और सेवाओं की चेकलिस्ट</th>
</tr>
</thead>
<tbody>
<tr>
<td>कौन सी जानकारी एवम सहायता आप के लिए इस समय सबसे उपयोगी होगी ? प्रारंभिक (रेलवे) सेवा और समर्थन के विकल्प बताएं</td>
</tr>
<tr>
<td>□ आवासीय</td>
</tr>
<tr>
<td>□ चिकित्सा</td>
</tr>
<tr>
<td>□ परामर्श</td>
</tr>
<tr>
<td>□ सुरक्षा योजना</td>
</tr>
<tr>
<td>□ प्रशिक्षण एवं रोजगार</td>
</tr>
<tr>
<td>□ कानूनी सूचनाएँ</td>
</tr>
<tr>
<td>□ परिवहन</td>
</tr>
</tbody>
</table>
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 né 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

Se hai messo un segno su una delle opzioni precedenti, aggiungi qui dei dettagli, in modo da poter aiutare megio:
______________________________________________________________________________
______________________________________________________________________________
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?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
Ci sono procedimenti legali in corso o in arrivo?   ___ Sì ___ No
Puoi mostraci 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
_________晚中
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に、基本的にプログラム外はこちらからはなしがたたり、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がある場合、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。

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

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安心で安全な滞在を提供するように、私たち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をありますか？

裁判所命令又は契約のコピーを提供できますか。

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。

- 住宅
- 医療
- カウンセリング（相談）
- 安全の準備
- 研修・雇用
- 法的情報・サポート
- 送迎
- メンタルヘルス
- 中毒対応
- 子供の保護
- 教育の情報
- 決済サービス
- 補助金
- その他: ________________
SAMPLE INTAKE FORM - KOREAN

입소를 위한 정보 제공

이화 정보는 이곳에 머무시는 동안 최상의 서비스를 제공하기 위해 요청하는 사항입니다. 여러분이 가능함을 하시기에 안전하고 편하고 느끼시는 답을 제공해 주십시오.

이름: __________________________________________ 나이: ________________
주소: ____________________________________________________________________________
사용 언어: __________________________________________________________________________
선호하는 언어: __________________________________________________________________________
통역사 필요 여부:       예   아니오

연락이 필요할 경우, 가장 안전하게 연락이 가능한 번호는 무엇입니까?
전화 번호: ___________________________________ 낮 ___________________________________ 밤
이 번호로 메시지나 문자를 남길 수 있습니까?       예   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 침대에 함께 있지 않은 다른 어린이(들)의 이름: __________________________________________
당신과 함께 어린이(들)의 후견인의 의무를 나누는 파트너가 있습니까?       예   아니오
다른 후견인이 있다면, 어린이(들)에 대해 법원 명령에 대한 권리를 가집니까?
________________________________________________________________________
________________________________________________________________________

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의료 정보

의료적 또는 다른 특별 주의 사항:
- 접근 문제
- 알레지
- 음식 관련 주의사항
- 약물
- 중독
- 정신 건강
- 그 외: __________________________________________

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

__________________________________________

__________________________________________

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)


만약, 본 여성 쉼터 머무는 것에 관해 걱정이 있다면 무엇입니까?


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


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


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?

- 주택
- 의료
- 상담
- 안전 계획
- 직업 훈련 및 직업
- 법률 정보
- 교통수단
- 정신 건강
- 중독
- 어린이 보호
- 교육 정보
- 소득 지원
- 어민 정착 서비스
- 그 외: __________________
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 relação à(s) sua(s) criança(s)?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

ALERTA MÉDICO

Necessidades médicas ou especiais:

☐ Dificuldades de acesso
☐ 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 Canadá: ____________________________

Se relevante:
Patrocinado por: ____________________________
Ano do patrocínio: ____________________________
NECESSIDADES ESPECIAIS

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

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

Como podemos tornar sua estadia confortável e segura?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

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

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
- Assistência 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.
_____________________________________________________________________________________
_____________________________________________________________________________________

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 independentemente 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)
_____________________________________________________________________________________
_____________________________________________________________________________________

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

Como podemos fazer a sua estadia mais confortável e segura?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

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

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 médica
- Aconselhamento
- Planejamento de segurança
- Formação e emprego
- Informações legais
- Transporte
- Saúde mental
- Vícios
- Proteção à criança
- Informações educacionais
- Assistência de renda
- Outras: ____________________________________________________________
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 independentes 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)
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

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

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

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

Algum procedimento legal acontecendo ou esperado?  ____ Sim  ____ Não
Pode fornecer alguma cópia de alguma ordem da corte ou acordo?  ____ Sim  ____ Não

POSSÍVEIS REFERÊNCIAS E CHECKLIST DE SERVIÇOS

Quais informações 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 intrebările care sunt confortabile pentru dumneavoastra.

Nume:_______________________________________________________________________
Data:___________________________________________________________________________
Adresa:___________________________________________________________________________

Limbii vorbite:______________________________________________________________________
Limba preferata:__________________________________________________________________________
Aveți nevoie de translator? ___DA ___NU

În cazul în care este nevoie, la care număr de telefon va putea contacta?
Telefon:________________________________________ ziua
________________________________________ seara

Putem lasa un mesaj la acest număr? ___DA ___NU

Pentru asigurarea intimității dumneavoastra, personalul nu va contacta pentru alte scopuri în afara acestui program. Lasăm acest lucru la discreția dumneavoastră.

COPII

Numele copilului/copiilor:_____________________________________________________________
Data/Datele de nastere:___________________________________________________________________
Numărul cardului de îngrijire canadian (Canadian care card):_____________________________________
Probleme de sănătate sau de alta natură ale copiilor:________________________________________________

Numele copiilor care nu se află cu dumneavoastra la casa de tranzitie:

________________________

Dumneavoastra și partenerul dumneavoastra impartită custodia/tutela copiilor? ___DA ___NU
Ce înțelegeri/ordine judecătorești se aplica în cazul copiilor (daca este cazul)?__________________________

PROBLEME MEDICALE

Nevoi de natura specială/medicală:

- Probleme de acces
- Alergii
- Probleme de alimentație
- Medicamente
- Adicții
- Sanatate mentală
- 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:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

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)?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Aveți îngrijorări în legatura cu sederea dumneavoastră în casa de tranzitie? Daca da, care?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Cum va puteam asigura confortul și siguranța necesare pe perioada acomodării?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Aveți alte nevoi speciale de care considerați că ar trebui să stim pentru a va putea oferi sprijinul necesar?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
Sunteti implicat(a) sau sunteti in proces de a deveni implicat(a) in vreo procedura legala? ____ DA ____ NU

Existaa 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: ________________________________________________________________________________________
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 Транзишион 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
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

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)
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Есть ли у вас какие-либо опасения по поводу пребывания в Транзишион Хаус?
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
Как мы можем сделать ваше пребывание комфортным и безопасным?
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Есть ли у вас какие-либо особые потребности/нужды, которые было бы полезно для нас знать, чтобы мы смогли поддержать вас наилучшим путем?
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

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: ____________________________________________
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: ___Sí ___No

¿Si necesitamos contactarla, cuál es el número más seguro para hacerlo?

Teléfono: _____________________________ de día
_____________________________ de noche

¿Podemos dejar un mensaje en este número? ___Sí ___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)? ___Sí ___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?
Ayudamos a todas las mujeres sin importar el estado de ciudadania. ¿Cómo describiría su estado?
Estado de ciudadania: _______________________________________________________________________________
Fecha de Arrivo 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)
__________________________________________________________________________________________________
__________________________________________________________________________________________________
¿Cuáles son sus preocupaciones sobre su estadía en la casa de transición?
__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________
¿Cómo podemos hacer que su estadía se mantenga cómoda y segura?
__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________
¿Tiene alguna necesidad especial que usted piense o sienta que debemos saber para ayudarla de la mejor manera posible?
__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________
¿Existen procedimientos legales en curso o en espera? _____ Sí _____ No
¿Puede proveer copias de cualquier orden de la corte o acuerdos? _____ Sí _____ No

POSIBLES REFERENCIAS Y LISTA DE SERVICIOS

¿Qué información sería la más 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: _________________________________________________________________________

Lingg waheng Ginagamit: _______________________________ Lingg waheng Nais: _____________

Pangangailangan sa Tagapagsalin: ___ Oo ___ Hindi

Sa pangangailangan ng komunikasyon, ano ang pinakamaaing 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. Iniwan 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

○ Mga Isyu Sa Pagkuha
○ Mga Alerhiya
○ Diyeta

○ Paggamot
○ Iba Pa _________________

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)
_____________________________________________________________________________ 
_____________________________________________________________________________ 
Ano, kung mayroon, ang iyong mga pagkabahala sa pananatili sa bahay transisyon?
_____________________________________________________________________________ 
_____________________________________________________________________________ 
Paano kami makatutulungan sa seguridad ng iyong pananatili?
_____________________________________________________________________________ 
_____________________________________________________________________________ 
Mayroon ka bang mga pangangailangang kailangan naming malaman upang mas matulungan ka?
_____________________________________________________________________________ 
_____________________________________________________________________________ 
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.
  o Pabahay
  o Medikal
  o Sanggunian
  o Planong Pangkaligtasan
  o Pagsasanay at Hanapbuhay
  o Legal na Impormasyon
  o Transportasyon
  o Kalusugan Pangkaisipan
  o Adiksyon
  o Pangangalaga sa Kabataan
  o Impormasyon sa Edukasyon
  o Impormasyong Pinansiyal
  o At Iba Pa _________________
ชื่อและติดต่อพื้นฐาน

ทางเราขอเก็บข้อมูลต่อไปนี้เพื่อให้เราได้สนับสนุนคุณอย่างดีที่สุด ระหว่างการเข้าพักของคุณ

กรุณาตอบคำถามที่คุณรู้สึกสะดวกและปลอดภัยที่จะตอบเท่านั้น

ชื่อ: __________________________________________

วันที่: ________________________________

ที่อยู่: _____________________________________________________________________________________________________________

ภาษาที่พูดได้: _____________________________________________________________________

ภาษาที่ทนด: ____________________________________________________________________

ใช้ตัวแปล: ____ต้องการ ___ไม่ต้องการ

หากเราจะต้องติดต่อคุณ เบอร์โทรไหนเป็นเบอร์ที่ปลอดภัยที่สุด?

เบอร์: __________________________

ระบบกลางวัน______ ช่วงเย็น____

ทางเรามีความอยากรู้ใจความที่เบอร์นั้นหรือไม่? __ได__ไมได

เพื่อความเป็นส่วนตัวของคุณ พนักงานเราจะไม่เริ่มต้นการสนทนา หรือ ติดต่อคุณ ภายนอกของการโปรแกรม เราจะปล่อยตรงนั้นให้ขึ้นอยู่กับคุณ

บุตรหลาน

รายชื่อบุตร: ______________________________________________________________

วันเกิด: ____________________________________________________________

หมายเลขบัตร Canadian Care Card: ____________________________________________

ข้อกังวลเกี่ยวกับสุขภาพหรือข้อกังวลของบุตร: ____________________________________________

รายชื่อบุตรที่ไม่ได้มีขึ้นในบันทึกนี้ ___________

คุณและคู่ครองแบ่งการปกครองของบุตรหรือไม่ __ใช__ไม่

มีข้อกังวลหรือหมายศาลใดๆ เกี่ยวกับบุตรของท่านหรือมา หากมี โปรดระบุรายละเอียด

________________________________________________________________________________________

________________________________________________________________________________________
การแพทย์

ความต้องการทางแพทย์:

- ปัญหาการเดินทาง
- โรคภูมิแพ้
- ปัญหาการกิน
- ยา
- เสพติด
- สุขภาพจิต
- อื่นๆ

หากคุณมีความต้องการทางแพทย์ กรุณาแจ้งรายละเอียดเพิ่มเติม เราจะได้ช่วยคุณได้ดียิ่งขึ้น

ชื่อผู้ให้บริการดูแลสุขภาพ: __________________________________________
เบอร์โทร: ________________________________________________________

ติดต่อในการฉุกเฉิน:
ชื่อ: __________________________________________
ความสัมพันธ์: ____________________________
เบอร์โทร: ____________________________ ที่อยู่: ____________________________

สัญชาติ

เราสนับสนุนผู้หญิงทุกคน โดยไม่คำนึงถึงสถานะความเป็นพลเมืองหรือ สัญชาติ
สถานะสัญชาติของคุณเป็นอย่างไร:
____________________________________________________________________
วันที่มาถึงประเทศแคนาดา: __________________________

สนับสนุนโดย: __________________________
จานวนปีที่มีการสนับสนุน: __________________________

หากระบุได้:

สนับสนุนโดย: __________________________
จำนวนปีที่มีการสนับสนุน: __________________________
ความต้องการพิเศษ

คุณมีความต้องการเกี่ยวกับอาหารใดๆ เช่น ทานเจ มังสวิรัติ ฮาลาล

คุณมีความกังวลใดๆ เกี่ยวกับการที่นี้

เราสามารถทำอะไรให้คุณรู้สึกปลอดภัยและสบายขึ้นไหม

คุณมีความต้องการพิเศษใดๆ ที่อยากให้เราทราบไหม

คุณกำลังอยู่ระหว่างการดำเนินการทางกฎหมายหรือคาดว่าจะมีการดำเนินการหรือไม่? ใช่ ไม่ใช่

คุณสามารถแสดงสำเนาคำสั่งศาลหรือข้อตกลงใดๆ กับเรารึหรือไม่? ได้ ไม่ได้

การแนะนำบริการ

ข้อมูลจะเป็นประโยชน์กับคุณมากที่สุดในตอนนี้?

- ที่อยู่อาศัย
- การแพทย์
- การให้คำปรึกษา
- การวางแผน ความปลอดภัย
- การฝึกอบรมและการจ้างงาน
- ข้อมูลทางกฎหมาย
- ข้อมูลทางกฎหมาย

- บริการการตั้งถิ่นฐาน
- ดูการพัฒนา
- สำนักงานการพัฒนา
- การศึกษาต่อ
- การคุ้มครองเด็ก
- การศึกษาต่อ
- ความขัดแย้ง
- ชื่ออื่นๆ
SAMPLE INTAKE FORM - VIETNAMESE

THÔNG TIN LIÊN LẠC CẦN BÁN

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 cần thay đổi mái và an toàn.

Tên: ___________________________________________ Thang/Ngay/Nam: ______________________________________
Địa chỉ: ___________________________________________________________________________________________
________________________________________________________________________________________________
Ngôn ngữ: __________________________________________________________________________________________
Ngôn ngữ sử dụng: _____________________________________________________________________________________
Cần thông dịch không?: ___ Căn ___ Không

Nếu chúng tôi cần liên lạc, bạn muốn chọn phương pháp liên lạc nào?
Diễn thoại: ________________________________ ban ngày ________________________________ buổi tối
Chúng tôi có thể để lại lời nhắn? ___ Có ___ Không
Để báo về quyền cá nhân, nhân viên của chúng tôi sẽ không bắt đầu cuộc hội thoại hay liên lạc với bạn ngoại cùng chương trình. Chúng tôi sẽ ban tự mình quyết định.

CHILDREN (TRẺ EM)

Tên: ____________________________________________________________________________
Ngày sinh: _______________________________________________________________________
Số bảo hiểm sức khỏe của Canada của đứa trẻ: __________________________________________
Các vấn đề sức khỏe 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 kỳ thỏa thuận hoặc lệnh của tòa án nào liên quan đến con của bạn, nếu có?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

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 bạn một cách tốt nhất.

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 nhập cư 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)

Hãy cho chúng tôi biết nếu có bất kỳ điều gì làm bạn lo ngại về việc ở trong ngôi nhà chuyển tiếp?

Có cách nào chúng tôi có thể giúp bạn thoải mái và cảm giác an toàn hơn?

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?
Các thủ tục pháp lý đang được tiến hành hoặc nằm trong dự kiến? Có / Không
Bạn có thể cung cấp bất kì bản sao của tất cả lệnh hoặc thỏa thuận tòa 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
- Dào tạo và việc làm
- Thông tin pháp lý
- Phương tiện đi chuyển
- Sức khỏe tâm lý
- Nghiên
- 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

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>I remind myself to stay curious about the individual, and challenge assumptions I may have based on appearance, language proficiency, and religious practices.</td>
<td></td>
</tr>
<tr>
<td>I work toward establishing and fostering a safe and inclusive environment for women and children from all backgrounds.</td>
<td></td>
</tr>
<tr>
<td>I challenge systems of oppressions and strive to equalize the power between myself and the woman.</td>
<td></td>
</tr>
<tr>
<td>I recognize that the woman is the expert in her own culture and I keep my mind open to learning.</td>
<td></td>
</tr>
<tr>
<td>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.</td>
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Physical Environment

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<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>I ask the woman if she and her children have any dietary needs, preferences, and/or restrictions, and do my best to meet them.</td>
<td></td>
</tr>
<tr>
<td>I use images and/or symbols instead of words for signage, as much as possible.</td>
<td></td>
</tr>
<tr>
<td>I have a collection of up-to-date pamphlets for other community services, and I make it available at an easily accessible location.</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
### Communication

<table>
<thead>
<tr>
<th>I ask the woman if they have a preferred interpreter, and avoid asking the children to be the interpreter.</th>
</tr>
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<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>I find ways to provide alternatives to communication methods besides spoken communication.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>I work toward increasing my knowledge about how my body language may be perceived by different cultural groups, and how that may impact communication.</td>
</tr>
<tr>
<td>I proactively ask the woman if there is anything she may need, instead of waiting for her to make a request.</td>
</tr>
<tr>
<td>I am transparent about the supports I can offer and the limitations of confidentiality.</td>
</tr>
<tr>
<td>I always ask for the woman's permission before making a referral, or taking any action on her behalf.</td>
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### Organizational Response

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<tr>
<th>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.</th>
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<tbody>
<tr>
<td>I maintain positive working relationships with local multicultural service agencies, and encourage cross sector training to increase overall knowledge.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
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</table>
# APPENDIX E: ACTION PLANS

## SHORT TERM

<table>
<thead>
<tr>
<th>Promising Practices to be implemented:</th>
<th>How can the practice be implemented successfully within my agency?</th>
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**PRACTICAL**

**ORGANIZATIONAL**
<table>
<thead>
<tr>
<th>How can we sustain and monitor the changes made? What are indicators of success?</th>
<th>Who needs to be involved? What resources are required?</th>
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<tr>
<td>INTERMEDIATE TERM</td>
<td>How can the practice be implemented successfully within my agency?</td>
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<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>PRACTICAL</strong></td>
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<tr>
<td><strong>ORGANIZATIONAL</strong></td>
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</tbody>
</table>
### Promising Practices to be implemented:

1. **How can the practice be implemented successfully within my agency?**
2. **How can we sustain and monitor the changes made? What are indicators of success?**
3. **Who needs to be involved? What resources are required?**

<table>
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<th>Who needs to be involved? What resources are required?</th>
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### LONG TERM
Promising Practices to be implemented:

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### PRACTICAL

### ORGANIZATIONAL
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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
- Online: www.victimlinkbc.ca

Victim Safety Unit

- Toll free: 1-877-315-8822

MULTICULTURAL ORGANIZATIONS IN BC

- Affiliation of Multicultural Societies and Service Agencies of BC (AMSAA) www.amssa.org
- MOSAIC www.mosaicbc.com/
- Vancouver & Lower Mainland Multicultural Family Support Service Society www.vlmfss.ca

HOUSING RESOURCES

- BC Housing www.bchousing.org
- BC Non-Profit Housing Association www.bcnpha.ca
- Residential Tenancy Branch www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies
- Residential Tenancy Act www.bclaws.ca/civix/document/id/complete/statreg/02078_01
- Tenant Resource Advocacy Centre www.tenants.bc.ca
- Ready to Rent www.readytorentbc.org

SUPPORTS FOR IMMIGRANT AND REFUGEE WOMEN

• Information for Sponsored Spouses or Partners
• 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/

CULTURALLY SAFE AND RESPONSIVE APPROACHES
• Toolkit: Supporting Immigrant and Refugee Women and Children Dealing with Violence In their Relationship
• Empowering Non-Status, Refugee, and Immigrant Women Who Experience Violence
• Promising Practices to Engage Engaging Ethno-cultural Communities in Ending Domestic Violence
• Addressing Domestic Violence in Immigrant Communities: Critical Issues for Culturally Competent Services
  www.vawnet.org/Assoc_Files_VAWnet/AP_DVImmigrantComm.pdf
• On Her Way: Primary Prevention of Violence Against Immigrant and Refugee Women in Australia

LEGAL RESOURCES IN BC
• Clicklaw www.clicklaw.bc.ca
• Legal Services Society www.lss.bc.ca/
• YWCA Vancouver Legal Education: Publications
• BC Human Rights Tribunal www.bchrt.bc.ca
• BC Family Law Act online 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
  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
• All CIC backgrounders
• Registration for receiving CIC online updates (includes backgrounders, news releases, statements, speeches)
  [www.cic.gc.ca/english/department/media/subscription.asp](www.cic.gc.ca/english/department/media/subscription.asp)

ORGANIZATIONAL ASSESSMENT TOOLS

6. REFERENCES


Citizenship Immigration Canada, RDM, Preliminary 2012 Data


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.


Resolving Conflict Situations, University of California, Berkley. Retrieved from http://hrweb.berkeley.edu/guides/managing-hr/interaction/conflict/resolving


