



NEW BRUNSWICK
MULTICULTURAL
COUNCIL

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Annex I: Domestic and Intimate Partner Violence Against Immigrant Women in New Brunswick

Provincial Resource Guide

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This resource guide is a living document of available resources in the region, including contact information and services provided, as well as key situational considerations, recommendations, and best practices to support individuals and agencies as they encounter and address cases of domestic or intimate partner violence against immigrant and newcomer women.

This document is a central source of information pertaining to the local resources towards which an immigrant client can be directed. It aims to be a user-friendly and adaptable tool for frontline service providers helping immigrant women who experience domestic or intimate partner violence.

For updates and recommendations to the document, please contact the New Brunswick Multicultural Council.

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Introduction

The project “Overcoming Barriers: A Coordinated Response to Violence Against Immigrant Women in New Brunswick”, began in 2015 under the leadership of the New Brunswick Multicultural Council and in partnership with the Violence Against Immigrant and Visible Minority Women research team of the Muriel McQueen Fergusson Centre for Family Violence Research, Liberty Lane, representatives from multicultural associations and the immigrant community, the Government of New Brunswick’s Women’s Equality Branch, and the Departments of Justice and Public Safety and Social Development. Funded by the Status of Women Canada, the project aimed to: (1) assess and understand the current systemic and structural barriers as well as the state of services relating to immigrant women experiencing domestic and intimate partner violence (D/IPV) in New Brunswick; and, (2) to work with key stakeholders across the province to develop and implement a coordinated response to D/IPV experienced by immigrants.

During the first year of the project, a needs assessment was conducted to determine the barriers and challenges impacting the access to supports for immigrant women in New Brunswick experiencing D/IPV. Consulting with dozens of immigrant women, service providers and sector experts, the project team identified a number of different barriers that prevent immigrant women

who experience D/IPV from accessing equitable and appropriate support services in the province.

Following the recommendations from project stakeholders, the project team has created a provincial reference guide and regional resource guides that are practical, useful and adaptable across sectors. The accompanying reference guide includes important information and definitions regarding the immigration sector, cross-cultural awareness, and the barriers faced by immigrant women to consider when working with affected individuals and clients. The provincial reference guide along with the regional resource guides are intended to serve as a toolkit for immigrant serving agencies and ethnocultural organizations, violence prevention and intervention sector service providers, and other government and community agencies and actors who play a role in the integration and support of immigrants and/or of women experiencing D/IPV.

The overarching goal of the reference and resource guides is for **“every door to be the right door”**, and that no woman should be left alone to navigate an unfamiliar system when seeking support. Through these documents and the ongoing work to strengthen collaboration across sectors, this project envisions a New Brunswick where all women who experience D/IPV are supported in their efforts to reach out, access services and get the help they deserve in times of need.

Service Providers: Understanding and Exhibiting Cultural Humility

Service providers must reflect on their own awareness of these issues and seek to strengthen their understanding and diversify their approach to the unique challenges faced by immigrant women experiencing violence. Ethnocentric approaches may mistakenly lead the woman in a more vulnerable and precarious direction, may be completely ineffective, and may contribute to a breakdown of the relationship between the service provider and the client.

CULTURAL HUMILITY

It is beneficial for service providers to gain knowledge about the differing levels of cultural awareness. An effective way to do so is to see where service providers may lie on the cultural continuum shown below.



Figure 1. Cultural continuum from Rossiter et al. (2018). Domestic violence in immigrant and refugee populations: culturally informed risk and safety strategies.

Ideally, service providers who work with immigrant women should possess the qualities of cultural awareness (being aware of the various cultures), sensitivity (being sensitive to difference when providing services), competence (being able to work cross-culturally), and proficiency (efforts to improve services based on cultural needs). This should lead to increased cultural safety, which is achieved when the service providers are aware of how the current procedures and systems may harm the client. Ultimately, cultural humility is the apex of the cultural continuum and occurs when service providers recognize that their own cultural beliefs and values can impact the services they provide to immigrant women.

TIPS FOR ENHANCING CROSS-CULTURAL HUMILITY

- Promote and seek cultural-sensitivity training for your staff, including regular refreshers and training for new staff members; strive to continue learning from and grow your understanding of the experiences of people from different countries. Such trainings are available through your local multicultural associations.
- Ensure domestic violence training for workers serving immigrants. Such trainings are available through your local domestic violence prevention network.
- Strive to enhance the use of language other than French or English and to identify professional and reliable interpretation and translation supports;
 - Strive to attain funding to support interpretation and translation fees.
 - Strive to create multilingual resources.
 - Strive to hire multilingual staff where possible.
- Check one's own personal values, biases and attitudes – avoid projection.
- Respond to the issues in accordance with the facts and circumstances specific to the victim's reality, not through one's own lens.
- Try to encourage symbols, images or messages that make immigrant communities at ease such as welcome signs, multilingual resources, flags, etc.
- Strive to educate and reach out to immigrant communities on the seriousness of abuse and available resources.
- Build relationships, partnerships and trust with immigrant community members to enhance your own understanding of their experiences in New Brunswick.
- Build relationships, partnerships and trust with your local multicultural and ethnocultural associations.

DEFINING VIOLENCE

There are several terms used to refer to D/IPV, including violence against women, domestic or spousal abuse, family violence, battered women, intimate partner violence, that may have nuanced meaning, but ultimately all refer to the following definition:

“Domestic and intimate partner violence occurs when a person, regardless of their gender, uses abusive, threatening, harassing or violent behaviour as a means to psychologically, physically, sexually or financially coerce, dominate and control the other member of their intimate personal relationship” (Province of New Brunswick, 2012).

This definition includes individuals who were previously or who are currently involved in an intimate / romantic relationship with each other (married, common-law, or dating), irrespective of whether this relationship was between same-gender or different-gendered couples, and whether the couple cohabitated. D/IPV is also considered to occur when an individual or family member on the individual’s behalf, directly or indirectly, resorts to abusive, threatening, harassing or violent behaviour towards the partner’s or ex-partner’s children, relatives, friends, pets/farm animals, employers and work colleagues, or new partner as a means to psychologically intimidate, dominate and control the current or ex-partner (Province of New Brunswick, 2009b).

Domestic and intimate partner violence can happen at any time during an intimate relationship. It is also important to remember that violence can happen to any woman irrespective of race, origin, class, economic status, education; D/IPV does not discriminate. In Canada, there is no evidence that immigrant women are more or less likely to experience IPV than non-immigrant women.

CYCLE OF ABUSE

Abusive behaviours have a pattern or cycle during which one side aims to maintain power or control over the other. The pattern or cycle of violence typically falls along three phases which may vary in duration, frequency and intensity.

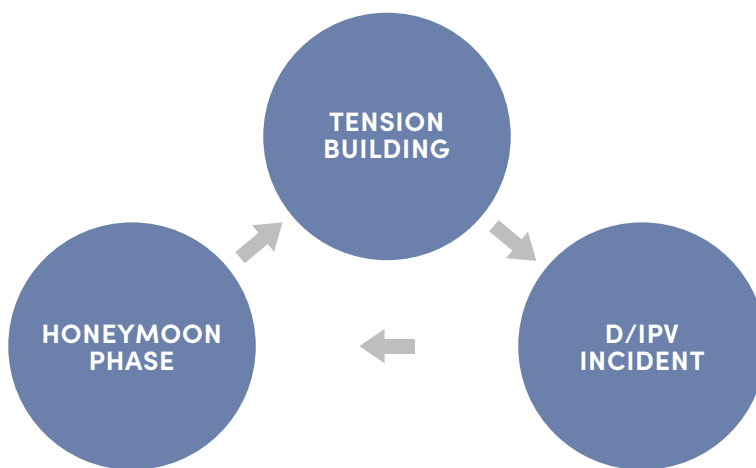


Figure 2. The Cycle of Abuse, adapted from Walker (1979).

- **Tension building:** The abusers may verbally harass their partner, and may be afraid their partner will leave them resulting in more possessiveness, jealousy and aggression. The partner often tries to do anything to keep the peace. Partners will often make excuses for the abuser's behaviour. There may be anger, blaming and arguing¹.
- **D/IPV incident:** The abuser is may be unpredictable and appear to be out of control. The abuse is not necessarily physical and may include intimidation or humiliation¹.
- **Honeymoon phase:** The abuser may ask for forgiveness or state that it will never happen again, and may appear to be calm and loving. The partners will often feel guilty about leaving their abuser and often hope that the abuser will change¹.

Service providers may refer to this cycle of abuse to explain that D/IPV is rarely an isolated incident and may follow a pattern similar to the one described above.

WHAT CAN D/IPV LOOK LIKE?

It is imperative that D/IPV workers understand the various forms in which abuse can manifest. Violence may take various forms including:

- Physical abuse
- Sexual abuse
- Emotional / psychological / verbal abuse
- Financial abuse
- Spiritual abuse

Perpetrators who are abusive toward their partner or former partner tend not to be violent outside of their intimate relationship. In public, abusers tend to appear loving, helpful, calm, charming, and they are often seen as good colleagues, nice neighbours and have positive reputations. Some, however, may subject their partner to public humiliation, put-downs and ridicule. In private, however, the abuser may be frequently angry, domineering, irritable, and prone to rage. An abuser may act jealous or suspicion towards the victim, claiming she is cheating and questioning her behaviour and whereabouts. The abuser may also try to downplay the violence, such as by claiming that they are the victim in the situation, that they are tired or stressed and simply overreacted. Abusers may also attempt to excuse or justify the violence due to external factors (e.g. work-related stress) or blame the victim for "provoking" the violence. Additionally, if the victim hints towards ending the relationship or leaving, the abuser may threaten to harm themselves, or commit suicide, causing the victim to feel guilt and thus remain in the relationship.

Here are some signs that someone is acting abusively:

- Puts partner down and acts superior, undermines her opinions, always have to be right;
- Embarrasses her, criticizes her, and tries to downplay her emotions by calling her "crazy" or "irrational", etc.;

¹ Stop Violence Against Women (2018). Cycle of violence Retrieved from <http://www.domesticviolenceinfo.ca/article/cycle-of-violence-189.asp>.

- Does all the talking and dominates the conversation;
- Tries to keep her away from family and friends;
- Checks up on her all the time, even at work;
- Decides where she can go, when and with whom, makes it difficult for her to leave the house including to attend work, school, place of faith, etc. (e.g. the victim has to ask permission to go anywhere);
- Controls the money, forces her to turn over benefit payments;
- Acts physically forceful, pulling her out of rooms, grabbing her by the wrist;
- Forces her to have sex, to watch pornography, deliberately tries to infect her with an STI, deliberately get her pregnant against her will;
- Circulates pornographic images of her on the internet;
- Threatens to harm her, children, pets, or property;
- Has a history of abusing others, even animals;
- Has no regard for the law;
- Abuses drugs or alcohol; forces her to do drugs or drink alcohol;
- Tries to control the way she dresses, how she wears her hair and makeup;
- Uses access to the children to harass her;

RECOGNIZING A VICTIM OF DOMESTIC AND INTIMATE PARTNER VIOLENCE

It is helpful for service providers who encounter immigrants to understand what D/IPV is, the various forms violence can take, what signs to look for, and different approaches to consider.

There are different risk factors and triggers that can impact and worsen occurrences of D/IPV. Some may point to mental health or drug addiction, others may look for provocation to explain why the violence occurred. **But violence is never justified.** Violence exists due to a power imbalance both at a societal level and intimate relationship / family level and an intent to maintain control.

The victim may live in fear of provoking a violent episode or abuse through her actions and words, which may appear to outsiders as placating, consenting or minimizing the gravity of the behaviour. The enormous stress can cause victims to not say anything, to withdraw and to deny suspicions of abuse. Furthermore, the victim may be fearful for her life and livelihood, and may have been or feel isolated because of the abuse from those who would/could support her. She may feel alone, deflated, depressed, overwhelmed, afraid, lost, etc. The burdens of abuse may hinder the victim's efforts to come forward, to be believed and for others to identify abusers.

However, the victim may show signs if you know what to look for (Government of New Brunswick, 2018):

- May be apologetic and make excuses for the abusive behaviour
- Consistently declines social invitations, has no friends or family, no access to a phone
- Is nervous about talking when her partner is there
- Tries to cover up bruises
- Makes excuses or avoids you on the street
- Is in denial and cannot see her risk
- Blames herself for the violent behaviour and “walks on eggshells”
- Seems sad, lonely, withdrawn and is afraid
- Seems sick more often and misses work

The complexity of abuse means that service providers, colleagues, family and friends need to be attentive and alert. The encounter with a victim may take place during a “honeymoon phase”, the abuser may be very skilled at hiding his private behaviour, the victim may deny and deflect approaches, or the signs may be hard to read. However, violence can have dramatic long-term consequences, including trauma or fatality. Being attuned to the signs of violence can play a pivotal role in reclaiming and saving lives.

ADDITIONAL RISK FACTORS AND VULNERABILITIES FOR IMMIGRANT WOMEN

Immigrant women face additional risk factors and vulnerabilities that make it difficult for them to end the violence and leave unhealthy relationships. Intersectionality within the immigrant community is also important to keep in mind.

Immigrant women face a number of other challenges pertaining to their integration and settlement into their new communities. These could include finding employment, arranging child care in an unfamiliar system, overload or lack of information regarding Canadian services, rights and laws, communication and language challenges, financial dependency on their spouse, dire economic situation and dependence on spouse for immigration status in Canada. Furthermore, families may be encountering shifting family dynamics pertaining to ease of integration, language level and shifting values. Violence may have been brought alongside immigration to Canada or it may have begun or worsened after the move (and at any time thereafter).

The following factors could further intensify vulnerabilities of immigrant women:

- Acculturation level / culture shock
- Cultural norms and expectations
- Geographic and social isolation
- Length of residency in host country
- Loss of socioeconomic status
- Loss of culture, family structures, and community leaders
- Power imbalances between partners
- Stress associated with migration
- Post-migration strain and stigma
- Strict or changing gender roles
- Traditional patriarchal beliefs
- Unresolved pre-migration trauma
- Victim/survivor immigration status

IMMIGRATION STATUS

The immigration process, immigration status and the nuances it introduces can have a huge impact on a woman disclosing her abuse to anyone.

Some immigrant women fear that police involvement or accessing D/IPV services will lead to deportation.

While many immigrant women arrive here with ambition, experience and hope, for some immigrant women, however, it is their spouse's decision to immigrate and they are reluctant migrants. Family sponsorship and principal applicant regulations often force immigrant women into positions of economic and social dependency on their spouse and have significant impacts on family dynamics.

For others, they immigrate for sake of their children's education, a brighter future or for safety reasons. Women may believe that disclosing D/IPV may jeopardize the successful integration of other family members. Additionally, wives of international students, sponsored spouses and wives of temporary foreign workers may experience restrictions to opportunities to create social and professional networks, language classes, employment counseling and other services offered by government or government funded agencies.

As a service provider, it is important to consider the following:

- What is her immigration status?
- What challenges does her status present to accessing your services? What about other services (e.g. bank account, finding a safe space to stay, risk of detention if reported to IRCC, etc.)?
- Does she have access to her papers?
- Would contacting the police or government officials put her at risk of detention or deportation?

FAMILY DYNAMICS AND NETWORK OF SUPPORT

Domestic and intimate partner violence can often remain hidden in a collectivist culture, where there is an emphasis on the importance of family (Rossiter et al., 2018). According to the Needs Assessment Report (2016), immigrant women indicated that disclosing the abuse would have consequences not only for her and her husband, but also for the extended family as a whole. In Canada, D/IPV is viewed as an individual problem, as opposed to a problem affecting extended family members and community, and this can often cause a disconnect in understanding D/IPV in the lives of immigrant women. Maintaining family unity and community relations is highly valued and as a result, tolerating abuse can be passed down from mother to daughter and normalized over several generations. If family members and community neighbours perceive violence the same way, it can be very difficult to garner the support needed to escape an abusive relationship.

— Many immigrant women strongly believe in protecting the privacy of the family at all costs.

This is an important factor to consider as it contributes to the vulnerability of abused immigrant women.

Service provider should be aware of the following:

- Family members could be helpful or harmful.
- The concept of family for an immigrant person may include other relatives than partner and children (e.g., mother in law, aunt, uncle, cousins).
- Another person (family member or member of the community) may also be acting as the abuser, in addition to the husband.
- Community pressures and family reputation and honour can have harmful influence on an individual's sense of support.

Service Providers: Discussing D/IPV with Victims of Abuse

If someone you know is a victim of intimate partner violence, your support is important. Listen without judgement and understand that it takes a great deal of courage to talk about experiencing violence, due to feelings of shame, humiliation, and fear. Never underestimate how much your support could help.

Beyond the direct services your agency and organizations in your region can provide, there are important initial considerations to take when someone is disclosing such intimate information with you. Before taking action, it is important to demonstrate support, trust and reliability in the process.

Using appropriate language, ensuring the issues are understood, and that interpretation and translation are available are key to successful interventions.

HOW TO HELP

Here are some ways that you can help someone who is being abused (adapted from Government of New Brunswick 2018):

STEP 1: INFORM, REASSURE AND SUPPORT

- Listen and believe the women's story; she may need to tell it numerous times and on her own time.
- Let her know you believe her and make it clear that no one deserves to be abused – assure her that it is not her fault.
- Inform her of the the cycle of abuse.
- Explain the different forms of abuse to help the victim understand what types of behaviours are considered inappropriate or criminal.
- Reassure her that this conversation is completely confidential and ask for her consent before taking any notes.
- Reassure her that she has rights and protections under Canadian law and that there are support services for her.
- Tell her that you believe in her strengths and that you are willing to help whenever she needs you.
- If language is an issue, help the woman name and identify the form of violence, use interim translation tools, or find an interpreter to support her.

STEP 2: IDENTIFY IMMEDIATE THREATS

- Ask her if she feels like her life is in immediate danger. If so, tell her she can use your phone to call the police (911) or the nearest women's shelter – or you can call for her.
- Ask if there are firearms in the home and if she knows where they are kept. If so, tell her that she is at increased risk of harm and that she should consider telling the police about the firearms. Mention that there is a toll-free number she can call to report her concerns about a firearm - Canadian Firearms Program - 1-800-731-4000.
- Explain to her that children exposed to family violence may be considered victims of child abuse. Explain that anyone who suspects a child is living in an abusive home has an obligation to report it to child protection.

STEP 3: PROVIDE OPTIONS AND RESOURCE INFORMATION

- Offer to help her explore her options and provide information and contact numbers for services and supports for the entire family.
- Where possible, tell her that you can help with such things as transportation, finding child care, identifying an interpreter, letting her make phone calls or use your computer, helping her find a place to stay, helping her navigate information online, and so on. Follow through.
- If she cannot take her pet with her and is concerned it may be harmed, offer to look after it for a while or to identify pet care options. Tell her there is a province-wide service that temporarily shelters the pets of women leaving abuse. To participate, she can contact the nearest transition house or domestic violence outreach office. For more information about this service, contact the NBSPCA at admin.nbspca@bellalliant.com.

- Tell her about others who can help her— a community service provider in the area of health, social service, law enforcement, and education or justice services. Remember, the abuser may be looking for help too and may need services and programs to help him end the violence.

STEP 4: INFORM AND/OR CREATE A SAFETY PLAN

- Ask her what she needs to be safe.
- Encourage her to create a safety plan and to contact agencies that can help her.
- Begin the process of making a safety plan (refer to Appendix A).

DISCUSSING DOMESTIC AND INTIMATE PARTNER VIOLENCE WITH THE ABUSER

In some cases, you may have the opportunity to converse with the abuser. Perhaps the abuser is aware his partner is seeking support and wants to go with her. Talking to the abuser is an important part of preventing D/IPV, but it needs to be done carefully. Safety for the victim and the children must be a top priority. Abusive behaviour won't go away on its own.

- Choose the right time and place to talk.
- Approach him when he is calm and offer help.
- Be direct and clear about what you have seen and what worries you.
- Remind him you care about his feelings as well.
- Tell him that his behaviour is his responsibility, especially if he tries to blame her.
- Remind him that there is hope and he can change.
- Avoid shaming him or making judgmental comments about him as a person.
- Tell him the violence needs to stop.
- Remind him that violence and control does not make his family safe.
- Point to resources that can help him.

Always keep yourself safe. Call the police in an emergency.

If he denies the abuse or does not want your help:

- Tell him that you are concerned for his safety and wellbeing as well, and the safety of his partner and the children.
- Never argue or engage in aggressive behaviour with him about his abusive or violent behaviour. This can make the situation more dangerous.
- Call the police if the woman is in danger. The police are trained to assess the risk.
- Keep the lines of communication open.
- Offer to go with him if he needs additional information or support.
- If he has children, remind him that you are concerned about the children's safety and emotional well-being. He may be more willing to change his behaviour if he wants to be a good parent.
- Research resources in your area to support him (men's shelters, counselling or therapy support, peer support groups, White Ribbon groups, etc.)

INTERPRETATION SERVICES FOR VICTIMS OF DOMESTIC AND INTIMATE PARTNER VIOLENCE

In some cases, language interpretation may be vital for the service provider to effectively communicate with victims of D/IPV who have limited English or French language skills .

When considering the help of an interpreter, it is important to consider the following questions:

- Is interpretation necessary?
 - Does the victim feel comfortable speaking English or French? What is her native language?
 - Is the victim comfortable talking through an interpreter?
- What are the available options for interpretation?
 - Professional?
 - Community-based?
 - Outside of province?
- Does your organization have access to funding to pay for interpretation?
- What is the gender of the interpreter?
 - Would the D/IPV feel comfortable with a male interpreter?
- Does the interpreter have formal training/certifications?
- Does the interpreter personally know the victim and/or abuser?
- Can he/she guarantee confidentiality?
- Do you have a process or forms for interpretation?

Even if the women speaks English and/or French, offer the possibility of interpretation to promote effective communication.

³ <http://languageinterpreters.on.ca/the-interpretation-service/>

RECOMMENDATIONS FOR WORKING EFFECTIVELY WITH INTERPRETERS

Working with an interpreter can be extremely beneficial to ensuring open communication and understanding between a service provider and a victim of D/IPV whose native language is not English and/or French. However, access to interpretation, especially in small ethno-linguistic communities as in New Brunswick, can present challenges pertaining to confidentiality, professionalism / certification, accuracy, and availability. Many community interpreters are available and willing to help – multicultural associations are a great starting point to identify interpreters.

When working with interpreters, service providers should consider the following guidelines:

Ensure Accuracy

- Avoid using non-qualified interpreters.
- Work with the interpreter to question word choices (e.g. “slap” or “punch”, “control” or “limit” are similar but have different connotations).
- If possible, seek certified interpreters with experience interpretation in areas of justice, health and/or social protection.
- Encourage the interpreter to clarify terms with you. Feel free to ask interpreter to interpret back to you whenever you are concerned about the accuracy and completeness of the interpretation.
- Remember that the more clearly the interpreter captures the message, the more accurately she/he can then transmit it.
- A good interpretation may require paraphrasing concepts that do not readily translate into other languages; allow additional time for this purpose.

Ensure Confidentiality

- Avoid using family members, children or neighbours as interpreters.
- If needed, explore out-of-town options, including teleconference or telephone interpretation to ensure no personal connection between the victim and the interpreter.

Prior to Starting an Interview

- Give the interpreter a brief orientation, before entering the room. Explain the sensitivity of the situation.
- Assess the interpreter’s understanding of domestic violence. Review language and concepts with them to facilitate the conversation.
- Encourage clarification and expect interruptions.
- If possible, identify a female interpreter. If the interpreter is male and the victim is abused by a male, it may make her uncomfortable.

Etiquette

- Speak to the victim directly and not the interpreter
- Maintain primary eye contact with the victim. Body language and non-verbal cues often say more than words will.
- The interpreter will benefit from being able to see both you and the victim to aid in communications. They may need to mimic gestures.

Dialogue

- Allow the interpreter to introduce herself/himself to both parties to clarify the terms of engagement.
- Keep a comfortable pace that allows time for interpretation.
- Speak slowly and with an appropriate tone of voice.
- Mentally organize what you say to avoid confusing the interpreter with contradictions, conditional ideas or stumbling over words.
- Avoid long, complex sentences, and minimize the use of slang, jargon, or colloquial expressions; technical terms and professional jargon should be substituted by simple “layman’s” terms.
- Repeat a segment if you sense a problem. Ask the interpreter to repeat back the segment if you detect difficulty. Use related questions or rephrase the sentence to clarify the segment.
- When long explanations are needed, divide them up to make sure that the entire message is interpreted.
- Avoid ambiguous questions or statements, abstractions, idiomatic expressions, or metaphors that do not translate easily into the other language.
- Be aware that jokes and humor are often lost in the interpretation.
- Be aware that very few gestures and signs are universally understood.
- If you have a good understanding of the other language, you may be able to follow along and spot any errors in the interpretation.
- If you are concerned about the quality of the interpretation, speak to the interpreter privately about your concerns and inform the interpreting service agency.

Service Providers: Guidelines and Recommended Steps for Helping Victims of D/IPV

Service coordination should ensure that organizations and individuals with resources, including skills, expertise, materials, space and services that are useful for women experiencing domestic violence are pooled for her benefit.

The purpose of this document, along with the Provincial Reference Guide, is to ensure service delivery is preventative, accessible, efficient, seamless, and streamlined. Collaboration among services will contribute to a greater success of women being safely supported through a situation of violence and avoid scenarios where women “fall between the cracks” and are left unattended due to gaps in service provision.

A victim of D/IPV should benefit from a range of services, including aid with settlement and integration, access to language interpretation, public education and outreach, timely crisis intervention, abuse counselling as needed, as well as healing and reintegration support, including social activities and economic or employment support.

When organizations take on a client-centered approach, as depicted in figure 2 below, and focus on the wellbeing of the individual, it leads to greater collaboration and a stronger, more holistic response to the client’s needs. It is important for collaborative agencies to set clear expectations, processes and policies to protect the sharing of information and roles and responsibilities among all involved.

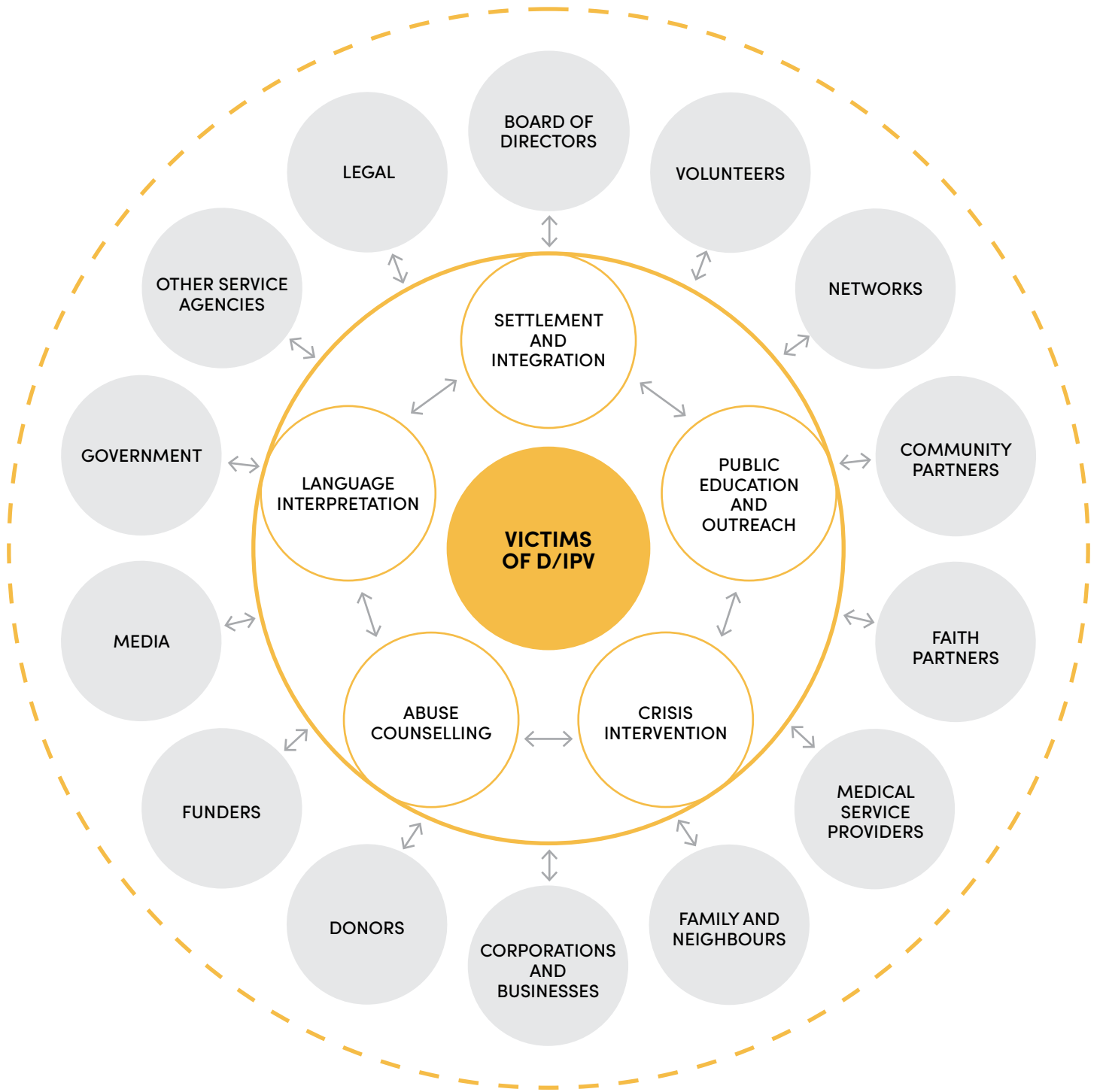


Figure 2. Coordination and Collaboration for Victims of D/IPV. Adapted from IWSO (Immigrant Women Services Ottawa (<http://www.immigrantwomenservices.com/wp-content/uploads/2012/08/service-model.jpg>)).

TOWARDS GREATER COMMUNITY COLLABORATION

In the absence of formal coordination agreements, there are still steps service providers can take towards more collaborative approaches, shared learning, stronger referral systems and overall more holistic support for the victim. Some of these approaches refer to internal procedures and the ways in which staff are trained and equipped to support immigrant women experiencing D/IPV, and other approaches refer to practices agencies can take on externally to strengthen their community connections.

SETTLEMENT WORKERS

Settlement workers, staff and representatives at multicultural and ethnocultural associations will generally have greater understanding of cross-cultural challenges and barriers related to immigration and integration. However, these individuals may be less familiar with strategies to address situations of D/IPV, including limited familiarity with resources available in the community, definitions and forms of violence, and best practices in D/IPV care and prevention.

The following are examples of steps settlement workers and related staff and representatives can take to enhance their support for immigrant women experiencing D/IPV:

Listen

- Basic counselling principles: be a good listener, practice empathy, encourage her to share, remain calm;
- Practice non-judgement and reflect on your reactions, biases and preconceptions – try to listen to and respect her reality;
- Provide a safe and private space for disclosing violence.

Get Informed

- Make suggestions and referrals of available options – research options if you are unsure of what is available (several referenced in this guide);
- Strive to build your knowledge and understanding of domestic violence, seek training, online resources and readings;

Develop Resources and Capacity

- Collaborate with domestic violence service providers to shape information sessions, resources and presentations on issues related to violence to newcomer groups;
- Think of the different places where immigrant women have contact, including language classes, schools, places of worship, medical centres, support groups, etc. where information can be shared;
- Develop agency-specific policies and protocols to address cases of domestic violence among your clients;
- Ensure staff are trained and understand the steps to take;
- Strive to ensure diversity of staff and a strong presence of women staff who can support clients experiencing domestic violence;
- Maintain a database of community interpreters, especially women and/or trained interpreters better equipped to support sensitive D/IPV cases. If possible, pay interpreters or offer a stipend for their services;

- Explore the possibility of recruiting and training cultural interpreters to support community service providers in making sense of and clarifying cultural nuances.

Identify your Supports

- Build relationships and partnerships with referral agencies in your community, check-in and communicate regularly;
- Invite / nominate members of the D/IPV prevention sector to sit on your board or participate in your events, consultations or committees.

DOMESTIC VIOLENCE SERVICE PROVIDERS

Staff, volunteers and representatives from domestic violence service providers, such as transition homes, outreach workers, second stage housing and crisis centres will generally have greater understanding of D/IPV, potential interconnectedness with mental health and/or substance abuse, and the multiple barriers and challenges faced by women seeking to leave abusing relationships. However, these individuals may be less familiar with cross-cultural communication, immigration statuses and resources to support immigrants, including limited familiarity with local multicultural associations, access to interpretation, collectivist versus individualistic communities, the roles of ethnocultural and faith leaders, and best practices in cross-culturally appropriate D/IPV intervention approaches.

The following are examples of steps domestic violence service providers and related staff and representatives can take to enhance their support for immigrant women experiencing D/IPV:

Develop Resources and Capacity

- Seek training and to grow your knowledge on cross-cultural communication and sensitivity;
- Develop multilingual resources / translate your existing resources and to share information in places where immigrant women may see it;
- Collaborate with settlement agencies and ethnocultural associations providers to shape information sessions, resources and presentations on issues related to violence to newcomer groups;
- Think of the different places where immigrant women have contact, including language classes, schools, places of worship, medical centres, support groups, etc. where information could be shared;
- Develop agency-specific policies and protocols to address cases of domestic violence for immigrant women;
- Ensure staff are trained and understand the steps to take
- Strive to improve public education on issues of domestic violence – where possible, strive to do so in multiple languages and to diverse audiences;
- Strive to diversify your staff and demonstrate outward symbols of diversity;
- If possible, earmark budget to support interpretation needs.

Identify your Supports

- Collaborate with settlement agencies and ethnocultural associations through your outreach strategies;
- Build relationships and partnerships with referral agencies in your community, check-in and communicate regularly;
- Invite/nominate immigrants and/or representatives from settlement agencies to sit on your board and/or participate in your events, consultations and committees;

- Identify reliable sources of interpretation within and beyond your community;
- In addition to language interpretation, explore the possibility of using community interpreters to help decipher cultural nuances and provide attuned support for the client.

Listen and be culturally sensitive

- Do not blame the client’s race, culture, ethnicity, or religion for the abuse they are facing. Respect her background and seek to understand it - this is not about “rescuing” her from her culture.
- Explore alternatives to ID at intake to avoid asking for immigration status – if the woman fears deportation or detention, she will be very reluctant to seek support and it may ultimately exacerbate her vulnerabilities;
- Explore options for inclusion of broader family and community in the transition and healing process;
- Be mindful of more collectivist identities and communities and be open to engaging family members.

INTERAGENCY COLLABORATION

Interagency collaboration is one of the key strategies to ensure that immigrant women experiencing D/IPV are supported throughout the continuum of their journey. Creating a safety net of referrals, policies and practices that provide fall-back options and feedback loops can contribute greatly to the woman’s confidence that she can rely on service providers and that she will not “fall between the cracks”. Collaboration also means that every door has the potential to be the right door because proper referrals and “handing over” of cases is more likely to take place.

Prior to embarking in a collaborative partnership with community agencies, it is important for all involved parties to ask these questions:

- Does the agency share the same goals and objectives?
 - Is the focus client-centered or self-serving?
 - Are the agencies able to provide the desired services?
- What is the expected financial and in-kind cost of the services?
 - Who will bear the costs?
- Have I done all that I could as a service provider?
 - Have I consulted my colleagues for additional support?
- Which agency is best placed to support this woman?
 - Are there additional services to consider?
 - Are children involved?
 - Is the issue medical?
 - Should lawyers and police be involved?
 - Have I considered all options?
- Are we looking for short-term emergency intervention or long-term solutions?
- Is there a need for interpretation or translation?

If agencies align, they may wish to explore more formal collaboration agreements such as establishing a steering committee of partnering agencies or drafting a memorandum of understanding or contract. Regardless of the depth of collaboration agencies are willing to embark on, there are best practices and principles of collaboration that are worth exploring to best serve the client in need. For example:

- Share information and make provisions for harmonized and coordinated information;
 - Legal information
 - Support and peer group information
 - Aid for children
 - Educational resources
- Reflect on your ability to empower others to take action and/or to support others through your own strengths, resources and services – turn to your colleagues for additional support;
- Inform the woman of existing options across the community – research them or refer to this guide;
- Maintain ongoing dialogue, follow up on the status of the victim, be patient and courteous throughout the process;
- Consider your own expertise, knowledge, responsibilities, boundaries and comfort level - undertake ongoing education and training to build your skills and knowledge base;
- Offer your expertise and training programs to partners in your community to enhance their strengths;
- Join strengths and shared challenges to advocate for more resources to support victims of violence, including increased housing, resources for shelters, resources for interpretation and translation, resources for gendered-programming at settlement agencies, and resources for education and the development of information materials;
- Build collaboration through coalitions, networks, working groups, regular meetings and consultations, or simple agreements.

ROLE OF FUNDERS

Funders play a large role in empowering or limiting the scope of agencies' work and ability to collaborate. Scarce resources contribute to a competitive environment, rather than collaborative one. Limited access to unrestricted funds and capacity development funding means that often, community based agencies – primarily non-profits – have limited opportunities to grow their reach, such as exploring innovative programs, investing in training, recruiting and retain top staff, and funding multilingual interpretation and translation. Funders can change their approach to calls for proposals and core funding options to help non-profits offer more holistic services.

For instance, funders can:

- Recognize the resources needed to empower and provide the right tools, training and materials to service providers to effectively prevent and address domestic violence toward immigrant women such as interpretation and translation support.
- Recognize the importance of supporting gender analyses, and women-centered programming in settlement agencies, such as immigrant women's leadership development, as a means to strengthen integration and empowerment of immigrant women.
- Recognize the importance of supporting community agencies in accessing cultural-sensitivity training, as well as interpretation and translation resources in order to better serve the immigrant community.
- Recognize the challenges pertaining to low or stagnated salary for non-profit employees and the nature of contract-based projects in hampering relationship building, continuity, and growth of expertise and knowledge within agencies.
- Recognize the challenges pertaining to follow ups and agency's ability to designate the time and resources to adequately ensure follow through and ongoing support for vulnerable clients.
- Identify gaps in services and review funding opportunities to fill such gaps (e.g. services for precarious status migrants).
- Recognize the need for funding based on community collaboration to incentivize partnerships over competition.

WORKING WITH IMMIGRANT COMMUNITIES

In addition to working among service providers and within your own agency, a lot can be done in working with immigrant communities to prevent D/IPV and empower those who need support. With the ultimate goal to eliminate structural inequalities, it is important as individuals and services providers to consistently work towards greater inclusion of immigrants in our communities, to provide equitable services to those in need, to enhance the representation of diverse voices within our teams, public engagement activities and at the decision making level, and to advocate to end injustice, undignified treatment and unequal access to services across the province.

Here are some best practice principles when working with immigrant communities regarding D/IPV prevention:

- Step back and allow immigrant communities to take ownership over prevention strategies and activities in their communities;
 - Trust and value the expertise and perspectives of community members and involve them at all stages in planning, implementation, and evaluation.
- Lead by example and model diversity in your team;
 - Beware to avoid tokenism in relationships or exploitation of immigrant members.
- Share resources in a way that creates greater equality between partners.
 - Meet with the women alone when you can.
- Support, and if possible, develop strategies to enhance immigrant women's leadership;
 - As needed, use men and boys as allies and advocates for women's rights but not in positions of speaking for or instead of women.
- Acknowledge and challenge gender and cultural stereotypes and attitudes that condone violence.
 - Acknowledge intersectionality and seek to understand how multiple identity factors such as sexism, racism, ableism, homophobia, ageism, and classism, impact victims of D/IPV.
- Commit to listening and learning.
- Document and share widely what works and what does not work with immigrant communities, conduct ongoing research and assessment of your activities to build on best practices.

TRAUMA INFORMED CARE

Trauma-informed care means taking into account a person's past trauma in order to better understand her behaviours and address them accordingly. It helps, for example, if health care providers understand the prevalence and interconnectedness of D/IPV with other types of traumas. It is fundamental to approach every patient assuming they might have experienced trauma at some point in their life, tailoring their care based on that knowledge. For a caregiver to be mindful of that – telling the patient what they are going to do, telling the patient they can stop at any time, having someone else in the room with them – is giving more ownership to the patient.

The general public often has little understanding of the complications of trauma, leading to a lack of appropriate response for the victims, including judgmental attitudes and re-victimization of those who have survived trauma. For example, sometimes people disregard victims of sexual assault that do not seem profoundly emotional when describing the details of the abuse, as it is perceived to be a typical reaction to such trauma. It is not taken into consideration that people might react differently when exposed to traumatic events, which does not mean the

victim is lying, or exaggerating claims. It might be the case that the victim, instead, is desperately attempting to cope with trauma through detachment.

Similarly, victims are sometimes criticized by their attitude (or lack of) in attempting to prevent the abuse being repeated. Most of the people fail to understand the victims' reasons for staying in abusive relationships. Their understanding of side effects, barriers to seeking services, or the impact abuse might have in a person's life tend to be limited when they do not come from a place of being the trauma victim. Adhering to stereotypical beliefs about the "appropriate" behaviours for victims of sexual abuse leads to higher levels of victim blaming and perpetrators suffering fewer consequences.

Another critical aspect is acknowledging that people may use addictive substances as a result of trauma. Frequently, the causes of substance abuse are disregarded, or not given the appropriate importance, resulting in significant levels of criticism. Moreover, past traumas, and their physical and psychological effects can become pre-existing conditions, which can exclude people from access to affordable health care. For that matter, impediments for accessing health care implies additional obstacles for trauma-informed care.

Trauma can also take place over a period of time – including over a prolonged period of time, even generationally (e.g. colonialism, residential school aftermath, etc.) or through a single event. When added barriers due to immigration are taken into consideration, such as language challenges, cultural understandings, fear of jeopardizing one's immigration status, access to social supports, etc., trauma-informed care becomes all the more important.

There are key principles to delivering trauma-informed care:

1. **Safe space** – it begins with a comfortable location, a friendly receptionist, an attentive ear, a private space, etc. Perceived safety can be reinforced by clear and precise information, confidentiality, calm and predictable behaviour, and client-led process (e.g. she sets the limit on time, is not forced to answer questions, etc.);
2. **Trust** – which can be established through respectful, calm, predictable behaviour, acceptance and sincerity;
3. **Choice** – allow the client to make decisions on how the intervention takes place, who to involve, when to step away, etc.; where choice is limited by policies and regulations, allow the client to choose among options and seek flexibility where possible;
4. **Empowerment** – reframe and normalize the language, ensure the client feels she has power to change the situation and agency in the process.

Who Can Help: Community Resources

There are dozens of service providers in each community across New Brunswick that all have a role to play in supporting immigrants, victims of D/IPV, and women's rights.

A first point of contact for victims of D/IPV are outreach workers. There are domestic violence outreach workers in every region of the province, 14 of which are funded by the New Brunswick government, which numbers can be found below. Those living in or leaving abusive relationships can access an outreach worker who can offer support and information during and after a crisis. Outreach workers can:

- Provide individuals a variety of services including risk assessment, safety planning, crisis intervention, individual support, accompaniment, and safe meeting places;
- Provide information and presentations on family violence and the outreach program for the general public, government departments, community organizations, schools and groups;
- Assist and collaborate in the development and the provision of community-based sexual assault services;
- Partner with local family violence committees to develop and coordinate responses to domestic violence.

Similarly there are 14 settlement agencies across the province in addition to dozens of local and provincial ethnocultural associations who can act as the first point of contact for immigrants. Those seeking intercultural services and settlement support can reach out to settlement agencies to inquire about services or appropriate referrals. Settlement agencies can:

- Provide individuals a variety of settlement services including language classes, support in identifying basic services such as housing, banking and child care options, social and integration activities, and connections with local ethnocultural associations;
- Provide information and presentations on cross-cultural sensitivity and understanding of immigration pathways to the general public, government departments, community organizations, schools and groups;
- Assist in identifying interpreters and translators for community services;
- Partner with local agencies to develop and coordinate improved services for immigrants in the community.

PROVINCIAL CRISIS LINES / EMERGENCY NUMBERS

Police – Emergency	911
Beauséjour Family Crisis Resource Centre Inc.	506 533-9100
Child Abuse & Neglect	1 888 992-2873
After-hours Emergency Social Development	1 800 442-9799
Chimo Helpline	1 800 667-5005
Fredericton Sexual Assault Crisis Centre	506 454-0437

FREE SHELTERS

L'Accueil Sainte-Famille Inc. (Tracadie-Sheila)	506 395-1500
Crossroads for Women (Monton)	506 853-0811
Escale Madavic (Edmundston)	506 739-6265
Fundy Transition House (St. Stephen)	506 466-4485
Gignoo Aboriginal Transition House (Provincial)	1 800 565-6878 506 458-1224
Grace House (Fredericton)	506-450-3001
Hestia House Inc. (Saint John)	506 634-7570
Maison de Passage House Inc. (Bathurst)	506 546-9540
Maison Notre Dame (Campbellton)	506 753-4703
Miramichi Emergency Centre	506 622-8865

FREE SHELTERS

Women in Transition (Fredericton)	506 459-2300
Sanctuary House (Woodstock)	506 325-9452
Serenity House (Kent)	506 743-1530
Sussex Vale Transition House	506 432-6999

OUTREACH SUPPORT FOR WOMEN

Acadian Peninsula	506 395-6233
Bathurst	506 545-8952
Campbellton	506 790-1178
Charlotte County	506 469-5544
Kent County	506 743-5449
Edmundston	506 740-4888
Fredericton	506 458-9774
Kennebecasis Valley	506 847-6277
Miramichi	506 778-6496
Moncton	506 855-7222
Saint John	506 649-2580 506 632-5616
Shediac	506 533-9100

OUTREACH SUPPORT FOR WOMEN

Sussex	506 433-6579
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Woodstock	506 328-9680
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SECOND STAGE HOUSING FOR WOMEN & CHILDREN

Liberty Lane (Fredericton)	506 451-2120
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Maison Oasis (Kent)	506 743-5449
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Residence of Hope (Shediac)	506 533-9100
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Second Stage (Moncton)	506 857-4211
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Second Stage Safe Haven Inc. (Saint John)	506 632-9289
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ADDITIONAL INFORMATION AND GENERAL INQUIRY

Premier's Council on the Status of Disabled Persons	1 800 442-4412
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Public Legal Education and Information Service NB: www.legal-info-legale.nb.ca/en/abuse_and_violence

MULTICULTURAL ASSOCIATIONS AND SETTLEMENT AGENCIES

ASIAN HERITAGE SOCIETY OF NEW BRUNSWICK

506 454-4126

CENTRE D'ACCUEIL ET D'ACCOMPAGNEMENT
FRANCOPHONE DES IMMIGRANTS DU SUD-EST
DU NOUVEAU-BRUNSWICK – LE CAFI (MONCTON,
SHEDIAC / CAP-PELÉ / BEAUBASSIN-EST)

506 382-7494

COMITÉ D'ACCUEIL, D'INTÉGRATION ET
D'ÉTABLISSEMENT DES NOUVEAUX ARRIVANTS DE
LA PÉNINSULE ACADIENNE (CAIENA PÉNINSULE
ACADIENNE) (CARAQUET)

506 727-0185

FILIPINO-CANADIAN COMMUNITY OF
NEW BRUNSWICK (FCNB) INC.

506 460-8988

MIRAMICHI REGIONAL MULTICULTURAL
ASSOCIATION (MIRAMICHI)

506 773-5272

MULTICULTURAL ASSOCIATION OF CARLETON
COUNTY (WOODSTOCK)

506 328-4690

MULTICULTURAL ASSOCIATION OF CHALEUR
REGION (BATHURST)

506 547-7651

MULTICULTURAL ASSOCIATION OF CHARLOTTE
COUNTY (ST. GEORGE / ST. STEPHEN)

506 755-9295

MULTICULTURAL ASSOCIATION OF FREDERICTON
(MCAF) (FREDERICTON)

506 454-8292

MULTICULTURAL ASSOCIATION OF THE GREATER
MONCTON AREA (MAGMA – MONCTON,
RICHIBUCTO / KENT)

1-800-980-1740

MULTICULTURAL ASSOCIATION OF SUSSEX
(SUSSEX)

506 808-0154

NEW BRUNSWICK AFRICAN ASSOCIATION

PRESIDENT@NBAA.CA

NORTHWESTERN RESOURCE CENTRE FOR
NEWCOMERS (EDMUNDSTON / MADAWASKA)

1-855-533-0604

PRIDE OF RACE, UNITY AND DIGNITY THROUGH
EDUCATION (PRUDE INC) (SAINT JOHN)

506 634-3088

RESTIGOUCHE MULTICULTURAL ASSOCIATION
(CAMPBELLTON)

506 789-7747

SAINT JOHN NEWCOMER CENTRE (SAINT JOHN)

506 642-4242

YMCA OF GREATER SAINT JOHN – NEWCOMER
CONNECTIONS (SAINT JOHN)

506 634-4860

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Appendix A : Tips for Creating a Safety Plan

If a woman is living with an abusive partner, a safety plan can help a woman feel safer, help mitigate cases of abuse and may even save lives. Each plan will include personal strategies for managing risk based on unique experiences and social context - no plan is the same. Although one cannot control the partner's violence and abuse, one does have choices about how to respond and plan for safety.

For some women, leaving is the safest action, but leaving safely is in itself very important. Other women may decide to stay as for some, leaving the abuser may seem more dangerous than staying. As service providers, allow the woman to trust her intuition and help her make choices that are best for her safety. Do not pressure her to make decisions. However, do be aware that a violent partner poses a serious risk to her and her children and do offer suggestions, resources and information where possible.

ASSESS THE RISK

- Is the partner depressed and/or have they expressed any suicidal thoughts?
- Does the abuse get worse at certain predictable times – like the weekend, when he’s drinking, when he is unemployed, etc.?
- Are there certain stressors or life events that impact the abuse (e.g. traumatic experiences, stresses around work, harassment in the workplace, etc.)?
- Do service providers or people in your community have attitudes or beliefs that make it difficult for you to deal with the abuse or stay safe? Who in your life would be able to understand and support you?
- Is getting personal support a barrier to leaving or making a safety plan?
- Are there emotions and feelings that keep you in the relationship? Are you depressed, ashamed or anxious? Who could help you understand these emotions?
- What kind of services would you like to use? Would you have any difficulty accessing these services?
- How does the presence of children and loved ones affect your decisions when he gets abusive? Does he threaten to harm them? Is he more violent when the children are away or present?
- Does his use of alcohol/ drugs affect the way he treats you? Do you use alcohol or drugs?
- Do you have health issues, physical or mental, that make it difficult to make a safety plan?
- Does your financial situation affect your decision to stay or leave? Do you have your own income source? Do you have your own bank account?
- Are there weapons in the home?
- Can you sometimes predict when he will hurt you? Can you think of strategies for responding to these warning signs?
- Has the physical violence increased in frequency or intensity?
- In the past, have you told him you wanted to leave? How has he reacted? Has he stalked you, threatened to commit suicide, kill you, harm the children or destroy pets?

MAIN TIPS

- Have a packed bag ready with essentials for you and your children (if applicable). Keep it in a secret but accessible place in order to leave quickly;
 - Paperwork: ID, birth certificates, passports and immigration papers; social insurance cards; credit cards, bank cards and banking information; vaccination records and medical records and cards; insurance papers; mortgage information
 - Household items: Keys, sentimental items such as photos, jewelry, favourite toys, etc.; clothing essentials.
 - Other: Medications, money, address book, computer / phone / tablet.
- Make up a code word to use with your children, family, friends, and neighbours etc., when you need the police;
- Decide and plan for where you will go if you have to leave home (even if you don’t think you will need to) – this may be a friend and family relation, an emergency shelter, a hotel or hostel, in your city or further away.
 - Decide and plan on how you will get there – do you have access to a vehicle? Will you require a taxi? Do you have a friend or family member who can pick you up?
- Leave money, an extra set of keys, copies of important documents, and extra clothes with someone you trust.
- Delete your browsing history on the internet.

SAFETY DURING AN EXPLOSIVE ARGUMENT

- If an argument seems unavoidable, try to have it in a room or area that has access to an exit. Avoid the bathroom, kitchen or anywhere near weapons;
- Practice how to get out of your home safely. Identify which doors, windows, elevator, or stairs would be safe and easily accessible;
- If possible, identify a neighbour you can tell about the violence and ask that they call the police if they hear a disturbance coming from your home;
- If the situation is very dangerous, use your own instinct and judgment to keep yourself safe. Call the police as soon as it is safe to do so. You can obtain a restraining order.

SAFETY WHEN PREPARING TO LEAVE

- Identify who would let you stay with them or lend you some money if needed;
- Open a savings account in your own name to start, establish, or increase your independence;
- Keep important numbers (resources, friends, family) close at hand and keep change or a calling card with you at all times;
- Review your safety plan with a friend or counselor in order to plan the safest way to leave your abuser;
- To avoid being reported as missing, leave a brief note indicating your departure. If you are taking your children with you, indicate this in the note.

SAFETY IN YOUR HOME

- Inform neighbours and landlord that your partner no longer lives with you and that they should call the police if they see your abuser near your home;
- Change/add locks on your doors and windows as soon as possible. Add a peephole and increase outdoor lighting if possible. If possible, set up other security measures such as sensor lighting and security alarm.
- Change your telephone number, and make sure it is unlisted. Don't give it to anyone you don't trust.

SAFETY ON THE JOB AND IN PUBLIC

- Decide who at work you will inform of your situation. This should include office or building security (provide a picture of your batterer if possible);
- Arrange to have someone screen your telephone calls if possible;
- Identify a safety plan for when you leave work. Have someone escort you to your car, bus or train. Use a variety of routes to go home if possible. Think about what you would do if something happened while going home.

SAFETY FOR CHILDREN

- Always try to take your children with you or make arrangements to leave them with someone safe;
- Rehearse a safety plan with your children for when you are not with them;
- Inform your children's school or day care about who has permission to pick up your children. Give them a copy of your restraining order if applicable.

SAFETY WITH A RESTRAINING ORDER

- Keep your restraining order with you at all times. Leave extra copies at work, with a friend, in your car, etc.;
- Call the police if your partner breaks the court order;
- Think of alternative ways to keep safe if the police do not respond right away;
- Inform family, friends and neighbours that you have a restraining order in effect;
- Try to avoid places in the community your abuser may frequent.

YOUR SAFETY & EMOTIONAL HEALTH

- If you are thinking of returning to a potentially abusive situation, discuss an alternative plan with someone you trust;
- If you have to communicate with your partner, determine the safest way to do so;
- Have positive thoughts about yourself and be assertive with others about your needs;
- Plan to attend a support group to gain support from others and learn about the law and your rights;
- Decide who you can call freely and openly to give you the support you need;
- Read books, articles and poetry to help you feel stronger;
- Collect resources and pamphlets concerning Woman Abuse;
- Explore free programs such as peer support groups, activities you enjoy, etc. to build on your self esteem and social circle.

Appendix B – Workshop Recommendations

The following are recommendations reported from workshops held in Saint John and Moncton in the spring of 2018 on how to enhance cross-sector collaboration in support of immigrant women experiencing D/IPV. The recommendations come from workshop participants and support overall findings in the needs assessment. These recommendations apply at varying degrees to community service providers, private sector and government departments at all levels who can support the development of these recommendations.

ACCESS TO INFORMATION

- a. Prepare welcome packages with services offered for newcomers with translated materials;
- b. Focus on client-centred services and create cross-sector partnerships and increase the number of cross-sector meetings and trainings to enhance referrals and understanding;
- c. Go digital: develop or promote a service navigation app, offer online services;
- d. Work with government departments – primarily Social Develop and Justice and Public Safety to offer tailored information sessions and include them in ongoing discussions about client services;
- e. Identify women who have “come out the other end” to explain what helped them along the way and what challenges they faced to build on the strengths of our services and systems and ensure we continue to work on addressing barriers.
- f. Identify accompaniers and peer support to help navigate services.

LANGUAGE AND COMMUNICATION BARRIERS

- a. Create a database of interpreters and share interpretation information with community partners;
- b. Request and develop training for interpreters and offer paid positions where possible (advocate for funding if not possible);
- c. Advocate for a national or provincial interpretation strategy including a provincial database;
- d. Recruit continuously for additional interpretation support and offer your services in as many languages as possible;
- e. Turn to online or phone interpretation when possible;
- f. Identify a reliable 24/7 interpretation service to turn to in case of emergency;
- g. Budget for material translation and translate essential documents in many languages;
- h. Encourage immigrant women to acquire interpretation skills and certifications – work with interpretation schools to request more training and certification exams in the area;
- i. Diversify language class offerings in different locations, timeslots, and modes of learning to encourage participation of newcomers who may not be able to travel far or often to access language classes – ensure child care is accessible;
- j. Gather and share information on communication training for immigrant women, from conversation classes, public speaking training, language classes, numeracy classes, etc. that are free or at minimal cost to encourage language development and confidence;
- k. Have clear explanations for D/IPV for immigrant men and women, explore visual explanations and simple words when language is a barrier;
- l. Foster informal networks to facilitate conversations and social confidence (e.g. group gardening, bowling, mom-baby groups, volunteer work, arts and crafts, cooking, etc.)
- m. Help make internet navigation easier – repeat essential information or reference key resources and sites on your own.

FEDERAL AND PROVINCIAL IMMIGRATION POLICY ADVOCACY

- a. Advocate for interpretation support – both for paid interpretation and for professional development and training for community interpreters;
- b. Complete a thorough gender-based analysis of immigration policies and enhance funding for immigrant women-focused activities;
- c. Revise the sponsorship program to empower immigrant women and foster independence;
- d. Revise foreign credential recognition practices and incentivize employment bridging programs;
- e. Offer more support and safety for precarious status immigrants and simplify process for temporary protection from exploitation or abuse for precarious-status women fleeing unsafe situations (e.g. allow transition homes to offer services to temporary foreign workers).

EMPLOYMENT ACCESS

- a. Inform women of their equal access to employment and offer all the same services and training to immigrant women directly.
- b. Create immigrant-women entrepreneurial projects and initiatives and help foster leadership and business development among immigrant women;
- c. Advocate for affordable child care;

- d. Incentivize employers to hire newcomers, and offer additional incentives for hiring newcomer women (e.g. employment access fund to subsidize salaries);
- e. Create a mentorship program for immigrant women – identify women’s interests and leaders in your community;
- f. Create networking events for immigrant women;
- g. Share job postings publicly and encourage immigrant women in your network to apply;
- h. Offer sector-specific language training, encourage women directly to participate;
- i. Alternate places and time when language classes are offered (e.g. evening, weekends, different parts of town, etc.) to encourage more women to participate;
- j. Identify workplaces and jobs that do not require additional languages (e.g. English-only or French-only jobs);
- k. Engage business-women’s networks to share best practices, tips, resources, and foster coaching, mentorship and networking opportunities.

ISOLATION

- a. Create a community-organization and information fair for newcomers;
- b. Translate materials from community agencies in multiple languages;
- c. Gather information and learn about services in your community for efficient referrals;
- d. Create an awareness campaign such as video clips, posters, stickers and memes targeted for newcomers and use social media to inform individuals of your services;
- e. Create matching programs (e.g. Fredericton First Friends and similar initiatives) with local residents;
- f. Enhance access to child care by helping identify options, offer cross-cultural training to child care providers, recruit and train more immigrant women as child care providers, and support translation of daycare policies in different languages to support immigrant parents in navigating the system and understanding the services;
- g. Train immigrant women as volunteers in your agency and/or offer them part-time work to build their skillsets and professional experience in Canada;
- h. Identify allies to work with as cultural interpreters and to help deliver information sessions to the newcomer community;
- i. Engage community-based agencies in immigration-related consultations;
- j. Engage immigrant men in discussions on D/IPV
- k. Advocate for improved public transit to facilitate community participation.

INTERCULTURAL SERVICES

- a. Train staff and offer more cross-cultural training to community-based agencies;
- b. Create a database of trainers and trained personnel, and identify resources for additional support and information;
- c. Establish a common practice for confidentiality (client codes, standard forms, etc.) for easier access of client information and referrals;
- d. Encourage agencies to hire with diversity in mind and to hire multi-lingual staff and/or nominate diverse candidates for your board of directors;
- e. Encourage staff to participate in multicultural events and engagement opportunities to enhance their exposure and understanding of the local immigrant community;

- f. Have staff meetings on addressing stereotypes and talking through challenges working with newcomers;
- g. Set up an information fair with key community services 1-2 times per year for newcomers to explore;
- h. Organize a series of information sessions for newcomers showcasing different service providers in your community;
- i. Share success stories and best practices with community partners;
- j. Seek to learn and organize lunch and learns and activities with diverse community members and agencies;
- k. Establish a cross-sector steering committee or working group focused on immigrant women's empowerment and integration.



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