NEIGHBOURS, FRIENDS AND FAMILIES

Everyone has a role to play in preventing woman abuse in our community.

March 2017
Toronto

Funded by:

Ontario
COSTI
Neighbours, Friends & Families Immigrant & Refugee Communities

COSTI IMMIGRANT SERVICES
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INTRODUCTION

Neighbours, Friends and Families (NFF) is a public education campaign to raise awareness of the signs of woman abuse so that people who are close to an at-risk woman or an abusive man can help them change their situation for the better.

The NFF Campaign is adaptable as it is not based on a one size fits all solution. Each community or social network (e.g. faith community, cultural association, club, neighbourhood) can decide how best to use the materials in their unique local situations.

COSTI Immigrant Services is a community-based multicultural agency providing employment, educational, settlement and social services to ethno-linguistic communities, new Canadians and individuals in need of assistance in the Greater Toronto Area.

COSTI is participating in the NFF campaign by raising awareness about woman abuse among English Language Instructors and students studying English as a Second Language in centres in the Greater Toronto Area, Kingston, Ottawa, Sault Ste. Marie, Sudbury, Thunder Bay, and Windsor.

For many newcomers, language classes are their first introduction to information about Canadian culture and local resources. For a variety of reasons, many abused women from immigrant and refugee communities do not seek help until the abuse has become serious or life-threatening. Instructors and students who are aware of issues related to woman abuse may be able to reach out to women in their ethno-linguistic communities before the abuse reaches crisis levels.

As part of the project, COSTI has developed an animated video on the themes of (1) Recognizing indicators of violence, (2) Responding to the woman at risk, (3) Referring the woman for help. This lesson plan has activities corresponding to the video for use in classes with students of Canadian Language Benchmark (CLB) 5+. The video and lesson plan is available on the Neighbours, Friends and Families website for immigrants and refugees (www.immigrantandrefugeenff.ca).
ACKNOWLEDGEMENTS

FUNDER
COSTI Immigrant Services acknowledges the funding support from the Ontario Women’s Directorate, Ministry of Citizenship and Immigration.

COMMUNITY PARTNERS
- Catholic Crosscultural Services
- Church of the Epiphany, Sudbury
- Community Microskills Development Centre
- COSTI Immigrant Services
- KEYS Job Centre
- Multicultural Council of Windsor and Essex County
- Newcomer Centre of Peel
- Ottawa-Carleton District School Board
- Polycultural Immigrant and Community Services
- Tesoc Multicultural Settlement Services
- Thunder Bay Multicultural Association

COSTI IMMIGRANT SERVICES PROJECT TEAM
- Farishta Murzban Dinshaw, Neighbours, Friends and Families (NFF) Project Coordinator
- Vince Pietropaolo, General Manager, Family and Mental Health Services
LESSON PLAN: THE NFF CAMPAIGN VIDEO

<table>
<thead>
<tr>
<th>Date</th>
<th>Instructor</th>
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<table>
<thead>
<tr>
<th>LINC levels</th>
<th>Class Duration</th>
<th>Preparation: 30 minutes</th>
<th>Tasks: Three sessions of 30 minutes each</th>
</tr>
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<tbody>
<tr>
<td>5 +</td>
<td></td>
<td></td>
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<table>
<thead>
<tr>
<th>Theme</th>
<th>Subheading</th>
<th>Lesson Topic</th>
<th>Units</th>
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**Topic Based Outcomes**
- Learner will become aware of the NFF campaign and its purpose.
- Learner will become aware of what to do if s/he suspects that a neighbor, friend or family member is living in an abusive situation.

**Lesson Objective or Canadian Language Benchmarks (CLB) for LINC 5**
- **Listening** CLB 6.I Social Interaction: Identify mood/attitude of participants.
- **Listening** CLB 6.IV Information: Identify main ideas, supporting details, statements and example in a descriptive or narrative presentation, or in a group interaction.
- **Speaking** CLB 6.IV Information: Participate in a small group discussion on nonpersonal familiar topic and issue: express opinions, feelings.
- **Reading** CLB 5.II: Instructions: Understand and follow moderately complex instructions.
- **Writing** CLB 5.II Reproducing Information: Reduce a page of information to 7-10 important points.


**Language Focus**
- Enabling tasks and activities: vocabulary building, writing sentences, reading/listening for comprehension to compile, present, and compare information orally and in writing.
- Real world learning tasks: reading with comprehension, note-taking, using a dictionary, compiling and consolidating information about woman abuse to share with neighbours, friends, or family members.
## Tasks

<table>
<thead>
<tr>
<th>PREPARATION</th>
<th>MATERIALS/RESOURCES</th>
<th>TIME (MINS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCING TOPIC OF WOMAN ABUSE/VOCABULARY BUILDING</td>
<td>Instructor’s Notes for background information</td>
<td>10</td>
</tr>
<tr>
<td>1. Introduce the NFF campaign and the term <em>woman abuse</em>. Explain why the NFF campaign chooses to use this term over other terms like <em>domestic violence</em> or <em>marital abuse</em>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Instructor’s Notes for the vocabulary list</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Use the storyboard of the video for further reference</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TASK 1: RECOGNIZE: TO LEARN ABOUT HIGH RISK FACTORS IN WOMAN ABUSE</th>
<th>MATERIALS/RESOURCES</th>
<th>TIME (MINS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Show the animated video about the NFF campaign to the class. It is recommended that you show the entire video first before focusing on the section related to the activity.</td>
<td>Video available on the NFF Immigrant and Refugees (NFFI&amp;R) website <a href="http://www.immigrantandrefugeenff.ca">www.immigrantandrefugeenff.ca</a></td>
<td>4</td>
</tr>
<tr>
<td>2. Show the section RECOGNIZE on the video. You may have to show the section more than once.</td>
<td>Video</td>
<td>1</td>
</tr>
<tr>
<td>3. Ask each student to list the types of abusive behaviour they noticed as well as the high risk behaviors.</td>
<td>Paper/pen</td>
<td>10</td>
</tr>
<tr>
<td>4. Ask the students to share their lists with a partner. Are they similar?</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>5. Discuss the responses as a whole group.</td>
<td>Instructor’s Notes for correct responses</td>
<td>10</td>
</tr>
</tbody>
</table>
### TASK 2: RESPOND:
TO LEARN WAYS TO SUPPORT
AN ABUSED WOMAN

<table>
<thead>
<tr>
<th></th>
<th>MATERIALS/RESOURCES</th>
<th>TIME (MINS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Show the section RESPOND on the video. Ask the students to listen carefully.</td>
<td>Video available on the NFFI&amp;R website <a href="http://www.immigrantandrefugeenff.ca">www.immigrantandrefugeenff.ca</a></td>
</tr>
<tr>
<td>2.</td>
<td>Give out the handout to the students and let them read it over carefully. Show them the video again.</td>
<td></td>
</tr>
</tbody>
</table>
| 3. | Ask the students to fill in the blanks using words they remember from the video. You may have to show the video several times. Note: If your students’ English proficiency is lower than CLB 5, you may write the answers on the board from which the students can select their responses. **alone**  
**fault**  
**leaving**  
**listen**  
**ready**  
**respond**  
**dangerous**  
**Safety Plan**  
**upset** | Task Sheet 1: Responding to Woman Abuse | 15 |
| 4. | Go over the correct responses with the whole class. | Instructor’s Notes for the correct responses | 10 |

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### TASK 3: REFER:
TO LEARN WHERE TO REFER

<table>
<thead>
<tr>
<th></th>
<th>MATERIALS/RESOURCES</th>
<th>TIME (MINS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Show the section, REFER on the video. You may have to show it more than once.</td>
<td>Video available on the NFFI&amp;R website <a href="http://www.immigrantandrefugeenff.ca">www.immigrantandrefugeenff.ca</a></td>
</tr>
<tr>
<td>2.</td>
<td>Give students Task Sheet 2: Refer for Help and ask them to mark the statements True or False.</td>
<td>Task Sheet 1: Refer for Help The video</td>
</tr>
<tr>
<td>3.</td>
<td>Discuss the students’ responses. Elicit the correct information for statements that are false.</td>
<td>Instructor’s Notes for the correct responses</td>
</tr>
</tbody>
</table>
Opportunities for Assessment

- **Speaking/Listening:** Listening to the commentary on the video, participate in a small group discussion as well as classroom discussion.
- **Reading:** Reading text in the video, following instructions on task sheets.
- **Writing:** Completion of the task sheets, note taking, reduction of information to important points.

Independent Learning and Research

Ask the students to visit the Neighbours, Friends and Families websites for Immigrants and Refugees http://www.immigrantandrefugeenff.ca.

Important Note

It is strongly recommended that before starting each task you announce to the students that the activity may contain images and information that may be disturbing for some people. If they need any support they should talk to you or call the Assaulted Women’s Helpline at 1-866-863-0511.

It is also recommended that at the end of the session, you play some soothing music, do a breathing exercise or any other activity that will help students unwind after dealing with an emotional topic such as woman abuse.
TASK SHEET 1: RESPONDING TO WOMAN ABUSE

Carefully listen to the video and fill in the blanks.

How should you __ __ __ __ __ __ __ if you recognize the signs of abuse?

Make sure to talk to the woman when she is __ __ __ __ __. Tell her that you are worried about her, and that what is happening is not her __ __ __ __ __.

If she is considering __ __ __ __ __ __ __, talk to a local agency that supports women fleeing violence about how she can make a __ __ __ __ __ __ __ __ __ __. Leaving an abusive situation is one of the most __ __ __ __ __ __ __ __ __ times for her, so it is important to have support.

Do not get __ __ __ __ __ if she refuses to talk about it. There are many reasons why she may not be __ __ __ __ __ to take the next step.

Most importantly, make sure she knows you are there for her, to __ __ __ __ __ __ to her, and to help her with next steps when she is ready.
**TASK SHEET 2: REFER FOR HELP**

Write “T” in the box if the statement is True or write “F” in the box if the statement is False.

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>There are no organizations in Ontario that can help abused women.</td>
<td></td>
</tr>
<tr>
<td>You can call The Assaulted Women’s Helpline 24-hours a day, every day of the week.</td>
<td></td>
</tr>
<tr>
<td>You need a smartphone to call The Assaulted Women’s Helpline.</td>
<td></td>
</tr>
<tr>
<td>The Assaulted Women’s Helpline will tell your neighbour that you had called.</td>
<td></td>
</tr>
<tr>
<td>The Assaulted Women’s Helpline can provide help in over 150 languages.</td>
<td></td>
</tr>
<tr>
<td>Only people who live in Toronto can call The Assaulted Women’s Helpline.</td>
<td></td>
</tr>
<tr>
<td>If you want advice about a neighbour, friend or family member living in an abusive situation, call The Assaulted Women’s helpline.</td>
<td></td>
</tr>
<tr>
<td>Legal Aid Ontario has a phone number you can call to get advice from a doctor.</td>
<td></td>
</tr>
<tr>
<td>You have to be a citizen to call Legal Aid Ontario for advice about living in an abusive situation.</td>
<td></td>
</tr>
<tr>
<td>Legal Aid Ontario gives two-hours of free advice to women living in abusive situations.</td>
<td></td>
</tr>
</tbody>
</table>
The Neighbours, Friends and Families Campaign

Neighbours, Friends and Families (NFF) is a campaign to raise awareness of the signs of woman abuse so that people who are close to an at-risk woman or an abusive man can help. Everyone in the community has a role to play in helping to prevent woman abuse. This campaign is a partnership between the Ontario government, Ontario Women’s Directorate and the Expert Panel on Neighbours, Friends and Families, through the Centre for Research and Education on Violence against Women and Children.

- The term woman abuse has been incorporated throughout the NFF materials. When terms such as domestic violence or marital abuse are used as they do not specifically identify that in an overwhelming number of cases, the victims of abuse are women.
- Although a woman may be abused by another woman, the NFF campaign focuses on the woman who is likely to be abused by a man in an intimate relationship (spouse, common-law-partner, lover or boyfriend).
- In the NFF campaign, the term woman abuse refers to various forms of violence, abuse, mistreatment and neglect that women may suffer at the hands of an abusive man. While most abuse occurs in intimate heterosexual relationships, it can refer in lesbian relationships as well.
- Any woman—regardless of her age, race, ethnicity, education, cultural identity, socioeconomic status, occupation, religion, sexual orientation, physical or mental abilities, or personality—may experience abuse.
- A woman may be at risk of abuse at any point in her life—from infancy to old age.
- A woman may experience a single episode of violence, or she may face a pattern of abuse over many years.

Vocabulary List

Introduce vocabulary related to woman abuse. The words used in this activity have been taken from the NFF video. Refer to the video storyboard for further reference or to add more words to the list.
<table>
<thead>
<tr>
<th>WORD/TERM/IDIOM</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned</td>
<td>Worried.</td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>A person’s sexual identity in relation to whom they are attracted - opposite sex (heterosexual), same sex (homosexual), both sexes (bisexual).</td>
</tr>
<tr>
<td>Gender identity</td>
<td>A person's perception of which gender they think they are; this may or may not correspond with their birth sex. “Sex” refers to physical or physiological differences between males and females, including both primary sex characteristics (the reproductive system) and secondary characteristics such as height and muscularity. “Gender” is a term that refers to social or cultural distinctions associated with being male or female. “Gender identity” is the extent to which one identifies as being either masculine or feminine.</td>
</tr>
<tr>
<td>Non-status</td>
<td>[within the context of the video] Without legal status to live in Canada.</td>
</tr>
<tr>
<td>Status in Canada</td>
<td>[within the context of the video] Current legal position about whether they are allowed to stay in Canada.</td>
</tr>
<tr>
<td>Deported</td>
<td>To be removed from a country and sent back to the country of origin or birth.</td>
</tr>
<tr>
<td>Recognize</td>
<td>To notice; to observe.</td>
</tr>
<tr>
<td>To spot</td>
<td>To see.</td>
</tr>
<tr>
<td>Bruises</td>
<td>Marks where the skin is darker in colour, often as a result of being hit.</td>
</tr>
<tr>
<td>Injuries</td>
<td>Physical harm or damage to someone's body caused by an accident or an attack.</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>Not wanting to be with others; to prefer to be by oneself.</td>
</tr>
<tr>
<td>Pulling away</td>
<td>[within the on text of the video] To stop meeting people or not as often as before.</td>
</tr>
<tr>
<td>Nervous</td>
<td>Worried or scared.</td>
</tr>
<tr>
<td>Cause for concern</td>
<td>Reason to be worried.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Falling sick</td>
<td>To become ill; not feel well.</td>
</tr>
<tr>
<td>Separated</td>
<td>[within the context of this video] No longer staying with partner; moved out of the house.</td>
</tr>
<tr>
<td>Custody battle</td>
<td>A legal proceeding during a separation or divorce to decide which parent will physically keep the children with him/her.</td>
</tr>
<tr>
<td>Fleeing violence</td>
<td>Leaving a violent situation.</td>
</tr>
<tr>
<td>Legal resident</td>
<td>A person who is allowed by the laws of the country to stay in a place or country.</td>
</tr>
<tr>
<td>Faces obstacles</td>
<td>Has problems.</td>
</tr>
<tr>
<td>Respond</td>
<td>[within the context of the video] To say or do something as a reaction to something you see.</td>
</tr>
<tr>
<td>The next step</td>
<td>What to do next; future plan.</td>
</tr>
<tr>
<td>Refer</td>
<td>[within the context of the video] To pass a matter to a professional or an expert for help.</td>
</tr>
<tr>
<td>Professionals</td>
<td>A person who has qualifications and experience to do their job.</td>
</tr>
<tr>
<td>Confidential</td>
<td>Intended to be kept private. Not meant to be shared with others without permission.</td>
</tr>
<tr>
<td>Lawyer</td>
<td>Someone whose job is to give advice to people about the law and speak for them in court.</td>
</tr>
<tr>
<td>Immigration status</td>
<td>[within the context of the video] whether a person is in Canada legally or not.</td>
</tr>
<tr>
<td>In the middle of</td>
<td>[within the context of the video] To get between two people; to get involved or take part in.</td>
</tr>
<tr>
<td>Life-threatening</td>
<td>Possibility of dying.</td>
</tr>
<tr>
<td>Ignore</td>
<td>To intentionally not listen or give attention to.</td>
</tr>
</tbody>
</table>
RECOGNIZE

When most people think of abuse or violence they think of it as just being physical. But abuse does not have to leave bruises to hurt. It can destroy self-confidence, have a negative impact on the victim’s health and wellbeing, and leave the person feeling isolated and lonely.

Types of Abuse

Generally, there are six major types of abuse that can exist in an abusive relationship – verbal, emotional, mental, financial, physical, sexual. It is not always easy to identify the type of abuse because some of them overlap. For instance, insulting someone may be verbal abuse because the abuser uses hurtful words, but it is also emotional abuse because it may make the victim feel worthless. In another instance, threatening her with a weapon till she signs the loan papers is a combination of physical and financial abuse.

Verbal Abuse

Verbal abuse occurs when someone uses language, whether spoken or written, to cause harm to an individual.

- Yelling, shouting, swearing, interrupting, talking over you, insults and name calling, using loud and threatening language and tone to cause fear, mocking you.

Emotional Violence

Emotional abuse occurs when someone says or does something to make a person feel guilty or worthless.

- Insults, intimidating you, embarrassing you in public, talking down to you, not listening to or respecting your feelings, making threats, being jealous, possessive, controlling; wanting access to your messages, email, spying, checking up on you, accusations of cheating, making you feel like you need to justify yourself, giving you no privacy.

Mental Abuse

Mental abuse occurs when someone uses threats and causes fear in an individual to gain control.

- Blaming you for their behaviour, lying, manipulating you, distorting reality so you think you are losing your mind, controlling you about threats to your family, friends, pets.
Financial Abuse
Financial abuse occurs when someone controls an individual’s financial resources without the person’s consent or misuses those resources.

Not giving you money, opening up a joint account but not giving you access, making you account for every penny you spend, forcing you to leave your job, not allowing you to work or get an education.

Physical Abuse
Physical violence occurs when someone uses a part of their body or an object to control a person’s actions.

Standing over you, blocking a doorway, grabbing you if you try to leave, kicking, punching, biting, slapping, choking, threatening to harm you, using weapons, throwing things, breaking things, punching walls or doors, driving recklessly, burning, cutting, pulling hair, stabbing, strangling, tying or confining you, preventing you from seeking medical care, murder.

Sexual Abuse
Sexual violence occurs when a person is forced to unwillingly take part in sexual activity.

Vulgar comments, unwanted sexual touching, pressure for sex, forcing you to have unprotected sex, forcing you to get pregnant or to have an abortion, sexting, forcing you to have sex with other people or to watch your partner have sex with someone else, forcing you to use or participate in pornography, rape.


Warning Signs of Abuse
You may suspect abuse is happening to a neighbour, friend or family member, but do not know what to do or how to talk about it. You may worry about making the situation worse, or be concerned about what to do. By understanding the warning signs and risk factors of woman abuse, you can help.

If you recognize some of these warning signs, it may be time to take action:

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

Statistics indicate that women who are under 25 years of age, women with a disability, Aboriginal women and women living in common-law relationships are at higher risk of abuse. (Statistics Canada: Family Violence in Canada. A Statistical Profile 2005)

**Signs of High Risk**

In some cases High Risk Factors are involved, which increase the risk of death. The danger to the woman and her children may be greater if:

- He has access to her and her children
- He has access to weapons
- He has a history of abuse with her or others
- He has threatened to harm or kill her if she leaves him: He says "If I can't have you, no one will."
- He threatens to harm her children, her pets or her property
- He has threatened to kill himself
- He has hit her, choked her
- He is going through major life changes (e.g. job, separation, depression)
- He is convinced she is seeing someone else
- He blames her for ruining his life
- He doesn’t seek support
- He watches her actions, listens to her telephone conversations, sees her emails and follows her
- He has trouble keeping a job
- He takes drugs or drinks every day
- He has no respect for the law
- She has just separated or is planning to leave
- She fears for her life and for her children’s safety or she cannot see her risk
- She is in a custody battle, or has children from a previous relationship
- She is involved in another relationship
- She has unexplained injuries
- She has no access to a phone
- She faces other obstacles (e.g. she does not speak English, is not yet a legal resident of Canada, lives in a remote area)
- She has no friends or family
Understanding the Reasons Women Do Not Report Abuse

Here are possible reasons that you may share with the students to expand the discussion.

1. Women may lack social support. An abuser often isolates the victim from her support network, including friends and family. They may be scared of reaching out to their former support network, or they may feel there’s no one they can trust. An immigrant or refugee woman may not have friends or family in Canada.

2. They may have limited financial resources. If the victim shares a joint bank account with her abuser, it’s hard to break free. Some abusers may even take a victim’s paycheck from them or create a very strict budget to try to ensure the victim is unable to leave.

3. They may have limited work experience. If the victim is a newcomer or has been a stay-at-home mother, this can make the idea of breaking free even more daunting. It can be difficult to find a job that pays enough to allow her to leave, especially if children are in the equation.

4. Not being able to take a pet with them. Many men actually keep their partners in line by threatening the victim’s pets. If a woman’s only option is to go to a shelter where her pet isn’t allowed, her fears for the animal’s safety keep her from leaving.

5. They may be afraid of being alone. Obviously, it’s better to be alone than to be in a relationship that hurts you, but many victims of physical and emotional abuse have been convinced over the course of their relationship that no one else could possibly want them.

6. Family or community pressure might be keeping them from leaving. If the victim belongs to a religion that frowns upon divorce, or if family members have strong relationships with the abuser, they may pressure the victim to try to work things out. This social pressure can make the victim feel guilty for wanting to leave and keep her from accessing the resources she would need to make a clean break.

7. They may feel guilty for “causing” the abuse. A common tactic abusers like to use is listing all the reasons why the victim’s behaviour provoked them. Hearing this over and over again can actually make the victim start to doubt her own sanity — making her question her version of events. Victims will often find themselves walking on eggshells and trying desperately to avoid behaviours they believe will cause the abuse.

8. Sometimes the relationship may seem healthy. Some abusers will go weeks or months between violent or manipulative episodes. They may seem genuinely remorseful about their bad behaviour and claim they’re willing to change. A woman in this type of relationship may believe that the abuse really won’t happen again — or that it’s worth sticking through the bad parts because the rest of the relationship makes her happy.

9. They may be afraid of provoking additional violence. Many women who are killed by their partners are murdered during or after an attempt to leave the relationship.

RESPOND

Ways to Support Her
If you observe warning signs of abuse, do not ignore the matter, thinking that it is “none of your business.” Here are some of the ways you can help when you recognize the warning signs of abuse:

- Talk to her about what you see and assure her that you are concerned. Tell her you believe her and that it is not her fault.
- Encourage her not to confront her partner if she is planning to leave. Her safety must be protected.
- Offer to provide childcare while she seeks help.
- Offer your home as a safe haven to her, her children and pets. If she accepts your offer, do not let her partner in.
- Encourage her to pack a small bag with important items and keep it stored at your home in case she needs it.
- Know that you or she can call the Assaulted Women’s Helpline, your local shelter, or, in an emergency, the police.
- Keep yourself safe. Do not get in the middle of an assault. Call the police instead.

Denial of Abuse
Discuss the following points with the classroom about responding when the woman denies being in an abusive relationship:

- Assure her she can talk to you any time.
- Don’t become angry or frustrated with her decisions. It is important to understand that she may be afraid or not ready to take the next steps.
- Try to understand why she might be having difficulty getting help. She may feel ashamed. Don’t be judgmental or pressuring - this relieves the burden of having to speak out and often results in the victim being more willing to disclose information.
- Understand that a victim may not open up when first approached with an offer to help, but they do remember you offered.
- Remember that there are risks attached to every decision an abuse victim makes.
- Avoid telling the victim that she needs to leave (she already knows that she needs to leave but she does not feel she can); instead discuss a safety plan.
- Don’t tell her that the abuser is a jerk, that you never liked him, etc. That might drive her away or make her feel she has to defend him.
- Assure her you will keep what she tells you confidential. This will help you gain her trust so she will be more likely to call you if she finds herself in a serious situation.
- Offer to go with her if she needs additional information or support.
- If she has children, let her know gently that you are concerned about her and her children’s safety and emotional well-being. She may be more willing to recognize her situation if she recognizes her children may also be in danger.
In Case Of Disclosure

If the neighbour, friend or family member discloses abuse:

- Believe the person and tell them you do. Remember that abusers most often behave differently in public than they do in private. So, even if you know the partner, you may never see them behave the way they treat the victim privately.

- Listen to their comments. If you actively listen, ask clarifying questions, and avoid making judgments and giving advice, you will most likely learn directly from them what it is they need.

- Build on the victim’s strengths. Based on the information they give you and your own observations, actively identify the ways in which they have developed coping strategies, solved problems, and exhibited courage and determination, even if their efforts have not been completely successful. Help them to build on these strengths.

- Support their decisions. Remember that there are risks attached to every decision an abuse victim makes. If you truly want to be helpful, be patient and respectful of a person’s decisions, even if you don’t agree with them.

- Validate their feelings. It is common for victims to have conflicting feelings - love and fear, guilt and anger, hope and despair. Let them know that their feelings are normal and reasonable.

- Avoid victim-blaming. Tell the victim that the abuse is not their fault. Reinforce that the abuse is the partner’s problem and responsibility, but refrain from "bad-mouthing" the partner. Focus on the partner’s negative behaviour in your comments and not on your negative opinion of the partner’s personality.

- Take their fears seriously. If you are concerned about their safety, express your concern without judgment by simply saying, "The situation sounds dangerous and I’m concerned about your safety."

- Offer help. As appropriate, offer specific forms of help and information - these can include recommendations for social services, legal referrals, support groups, etc. If you are asked to do something you’re willing and able to do, do it. If you can’t or don’t want to, say so and help identify other ways to have that need met. Then look for other ways that you can help.

- Be an active, creative partner in a victim’s safety planning effort. The key to safety planning is taking a problem, considering the full range of available options, evaluating the risks and benefits of different options, and identifying ways to reduce the risks. Offer ideas, resources and information.


TASK SHEET 1: RESPONDING TO WOMAN ABUSE

The correct responses are:

How should you respond if you recognize the signs of abuse?

Make sure to talk to the woman when she is alone. Tell her that you are worried about her, and that what is happening is not her fault.

If she is considering leaving, talk to a local agency that supports women fleeing violence about how she can make a Safety Plan. Leaving an abusive situation is one of the most dangerous times for her, so it is important to have support.

Do not get upset if she refuses to talk about it. There are many reasons why she may not be ready to take the next step.

Most importantly, make sure she knows you are there for her, to listen to her, and to help her with next steps when she is ready.
The Assaulted Women's Helpline

The Assaulted Women’s Helpline (AWHL) is a crisis line for abused women in Ontario. Although primarily as a resource for abused women, AWHL offers support and information to anyone who calls regarding an abusive situation – neighbours, friends, family members, service providers as well as abusive men who wish to change their behaviour.

The toll-free number is 1-866-863-0511 and the Text Telephone (TTY) number for people who cannot hear or speak is 1-866-863-7868. TTY stands for Text Telephone. It is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate. Recommend that the phone number should be memorized or written and saved in a safe place so that the abuser does not become aware that she is reaching out for help.

Calls are answered 24 hours a day, 7 days a week.

The service is anonymous and confidential. Callers do not have to give their name when they call. AWHL does not have caller display on their phones so they do not know who is calling. AWHL’s number will not show up on the caller’s phone. If someone does give their name to AWHL, they will keep it confidential, which means they will not tell anyone without the caller’s permission.

Services are provided in more than 150 languages. If the caller does not know English, help is provided to her through an interpreter. If the caller does not know English, s/he should let AWHL know which language s/he speaks. They will put the caller on hold for a few minutes and connect with an interpreter who speaks the language. They will then have a three-way call.

The Helpline does crisis counselling, gives emotional support, and makes referrals to shelters and legal services. The AWHL has a list of service providers across Ontario so they can help callers get in touch with the services they need in their own local communities. If there are no agencies in the nearby area, AWHL will help connect the caller to agencies that have telephone counselling.
Legal Aid Ontario

Legal Aid Ontario (LAO) is an independent but publicly funded and publicly accountable non-profit corporation.

If you are a low-income person, Legal Aid Ontario (LAO) may be able to provide you with legal assistance. Usually this means that you have little or no money left after paying for basic things like food and housing. It is available to help low-income people in Ontario:

- get free help from a lawyer—also known as summary advice—to help you deal with your legal problem
- get information about legal aid services
- learn the legal aid services for which you qualify
- ask about your legal aid application.

However, anyone in Ontario who is experiencing domestic violence, regardless of immigration status, can call Legal Aid Ontario at 1-800-668-8258 for a FREE two-hour consultation with a private lawyer. This service, along with free advice on immigration and refugee matters, is also offered through many shelters and community legal clinics.

You can call any time between 8 a.m. and 5 p.m. but the best time to call is 9 to 10 a.m. The Ministry of Citizenship and Immigration administers a Language Interpreter Services program for service providers working with individuals who have a limited proficiency in English and are currently experiencing domestic violence.

All you need to do is to call the community agency from the list below at any time, including outside of regular work hours, and request the services of an interpreter, either on site or via the telephone. The program also includes telephone message relay services e.g. an interpreter is available to relay a message over the phone.
### Community Agencies Providing Interpretation Services

**Across Languages Translation & Interpretation Services**  
515 Richmond Street, Unit 3  
London, Ontario N6A 5N4  
Phone: (519) 642-7247  
Toll Free: 1-866-833-7247  
Emergency Service: (519) 642-3003  
Fax: (519) 642-1831  
Email: al@acrosslanguages.org

**Language Link Ontario**  
c/o KDIS, 342 Patrick Street  
Kingston, Ontario K7K 6R6  
Phone: (613) 548-0382  
Toll Free: 1-877-314-5465  
Fax: (613) 548-3644  
Email: efreitas@kdis.org

**Barbra Schlifer Commemorative Clinic, Interpreter Service**  
489 College Street, Ste 503  
Toronto, Ontario M6G 1A5  
Phone: (416) 323-9149 ext.236  
Fax: (416) 323-9107  
Email: is@schliferclinic.com

**Multicultural Association of Kenora and District, Interpreter Access Service**  
212 McClellan Avenue  
Kenora, Ontario P9N 1A9  
Phone: (807) 468-9443  
Toll Free: 1-888-242-5661  
Fax: (807) 468-3895  
Email: cias@gokenora.com

**Immigrant Women Services Ottawa, Cultural Interpretation Service**  
219 Argyle Avenue, Suite 400  
Ottawa, Ontario K2P 2H4  
Phone: (613) 729-1393  
Fax: (613) 729-9308  
Email: infomail@immigrantwomenservices.com

**Multicultural Council of Windsor and Essex County, Translation, Interpretation & Cultural Interpretation**  
245 Janette Avenue  
Windsor, Ontario N9A 4Z2  
Phone: (519) 255-1127  
Toll Free: 1-877-237-9264  
Fax: (519) 255-1435  
Email: ddunn@multicultural-council.org

**Information Niagara/Hamilton, Interpreters Niagara/Hamilton**  
5017 Victoria Avenue  
Niagara Falls, Ontario L2E 4C9  
Phone: (905) 682-6611  
Toll Free: 1-800-263-3695  
Fax: (905) 682-4314  
Email: interpreters@informationniagara.com

**Multilingual Community Interpreter Services**  
1185 Eglinton Ave E, Ste 605  
Toronto, Ontario M3C 3C6  
Phone: (416) 426-7051 ext.7992 or ext.7944  
Toll Free: 1-888-236-831  
24/7 emergency: (416) 422-5984  
Fax: (416) 426-7118  
Email: multi ling@mcis.on.ca

**Kitchener-Waterloo Multicultural Centre, Community Interpreter Dept.**  
102 King Street West  
Kitchener, Ontario N2G 1A6  
Phone: (519) 745-2593  
Fax: (519) 745-5857  
Email: interpreters@kwmc.on.ca

**Thunder Bay Multicultural Association, Interpretation Services**  
17 N. Court Street  
Thunder Bay, Ontario P7A 4T4  
Phone: (807) 345-0551  
Toll Free: 1-866-831-1144  
Fax: (807) 345-0173  
Email: info@tbma.ca
### TASK SHEET 2: REFER FOR HELP

The correct responses to this True and False activity are:

<table>
<thead>
<tr>
<th>STATEMENT</th>
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<tbody>
<tr>
<td>There are no organizations in Ontario that can help abused women.</td>
<td>F</td>
</tr>
<tr>
<td><em>Besides The Assaulted Women’s Helpline, there are many shelters and community centres across Ontario that can help abused women. Visit <a href="http://www.neighboursfriendsandfamilies.ca">www.neighboursfriendsandfamilies.ca</a> for list of community resources.</em></td>
<td></td>
</tr>
<tr>
<td>You can call The Assaulted Women’s Helpline 24-hours a day, every day of the week.</td>
<td>T</td>
</tr>
<tr>
<td>You need a smartphone to call The Assaulted Women’s Helpline. <em>You can call from any kind of phone. For people who cannot hear or speak they have a special Text Telephone. It is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening.</em></td>
<td>F</td>
</tr>
<tr>
<td>The Assaulted Women’s Helpline will tell your neighbour that you had called. <em>All conversations are confidential.</em></td>
<td>F</td>
</tr>
<tr>
<td>The Assaulted Women’s Helpline can provide help in over 150 languages.</td>
<td>T</td>
</tr>
<tr>
<td>Only people who live in Toronto can call The Assaulted Women’s Helpline. <em>Anyone in Ontario can call their toll-free number.</em></td>
<td>F</td>
</tr>
<tr>
<td>If you want advice about how to respond to a neighbour, friend or family member living in an abusive situation, call The Assaulted Women’s Helpline.</td>
<td>T</td>
</tr>
<tr>
<td>Legal Aid Ontario has a phone number you can call to get information from a doctor. <em>Lawyers work at Legal Aid Ontario.</em></td>
<td>F</td>
</tr>
<tr>
<td>You have to be a citizen to call Legal Aid Ontario for advice about living in an abusive situation. <em>Any woman living in an abusive situation can call Legal Aid Ontario for legal advice regardless of immigration and citizenship status. All information is kept confidential.</em></td>
<td>F</td>
</tr>
<tr>
<td>Legal Aid Ontario gives two-hours of free advice to women living in abusive situations.</td>
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</table>
STORY BOARD OF THE NFF CAMPAIGN VIDEO

OPENING

Warning!
This video contains images and content that may be disturbing to some viewers.
Viewer discretion is advised.

NARRATION: WOMAN’S VOICE
Are you concerned about someone you think is being abused, but don’t know what to do?

Abuse is when one person uses their power and control over another to hurt the other person, physically, mentally, emotionally, spiritually or financially.
Statistics show that 8 out of 10 abuse survivors are women.

Women of any age, income group, race, religion, ability, sexual orientation, gender identity or education can be a victim of abuse.
<table>
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However, one type of abuse that only immigrant, refugee, and non-status women face is when their abusers threaten to have them deported, never to see their children again.

The women may fear that if they report the abuse, their status in Canada will be at risk.
It is important to be able to spot woman abuse and know how to help her.
The key is to RECOGNIZE, RESPOND, AND REFER.

NARRATION: MAN’S VOICE
First, you need to RECOGNIZE signs of woman abuse.

If a woman has bruises or cuts and she tries to cover them or makes excuses for her injuries, she may be in an abusive relationship.
While physical injuries may be the most obvious warning signs of abuse, there are other things to look for as well. She may make excuses for her partner’s aggressive behaviour or pull away from friends and family.
She may also become nervous when he is around, or fall sick more often.

The danger to her may be greater if:

- She has just separated, or is planning to leave;
- she fears for her life and for her children’s safety,
- she is in a custody battle, or has children from a previous relationship,
- she is involved in another relationship,
- she has no family or friends in Canada or faces obstacles such as she does not speak English or French, or is not a legal resident of Canada
If you recognize signs of abuse, you should RESPOND to the woman.
One important thing to remember is to make sure to talk to her when she is alone.

Tell her that you are worried about her, and that what is happening is not her fault.
If she is thinking about leaving the abuser, talk to a local agency that supports women fleeing violence about how she can make a Safety Plan.

Leaving an abusive situation is one of the most dangerous times for her, so it is important to have support.
Ask her if she feels safe at home and encourage her to pack a small bag with important papers and items and store it at your house.

Do not get upset if she refuses to talk about the abusive situation or leave her partner. There are many reasons why she may not be ready to take the next step.

Most importantly, make sure she knows you are there for her, to listen to her, and to help her when she is ready.
Finally, REFER her to professionals who can help.
One place to call is The Assaulted Women’s Helpline at 1-866-863-0511. They offer information and help 24-hours a day, seven days a week. They provide help in over 154 languages, and can tell you the right way to get help and stay safe.

Anything you share with them is confidential.
Namaste
Over 154 languages spoken.

Salaam
Over 154 languages spoken.

你好
Over 154 languages spoken.

I think my friend is being abused. I need advice on how to help her.
Everything is kept confidential.
You can also tell your neighbour, friend or family member to call Legal Aid Ontario at 1-800-668-8258. Lawyers will give two hours of free advice to any woman who is living in an abusive situation, regardless of her immigration status.

For your own safety, do not get in the middle of an assault. If there is an emergency or if there is a life-threatening situation, call 911.
Remember, if a woman is in trouble, she may be too afraid to ask for help. Keep a watch for signs of woman abuse.

If you don’t know what to do, call 1-866-863-0511 for advice.

When you see abuse, don’t ignore it. Do something about it.

END CREDITS
would like to acknowledge the instructors of English language classes at:

Catholic Crosscultural Services
Church of the Epiphany, Southby
Community Microskills Development Centre
COSTI Immigrant Services
Keys Job Centre
Multicultural Council of Windsor and Essex County
Newcomer Centre of Pelee
Ottawa-Carleton District School Board
Plymouth Immigrant and Community Services
Town Multicultural Settlement Services
Thunder Bay Multicultural Association

Farahli Muzum Dinolow, Project Coordinator, COSTI Immigrant Services

Funded by:

Ontario

Produced by:

COSTI Immigrant Services