

# The Safe Haven Manual



Women's Safety = Community Safety

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## **Safe Haven Mission Statement**

Take Action! When we create safe communities for women, we create safer communities for all.

# The Safe Haven Manual

**women's safety=community safety**

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## Section One:

# Introduction

“...take the action necessary for  
creating safety for women and your community as a whole.”

### In this section....

- Background
- The manual
- Key players



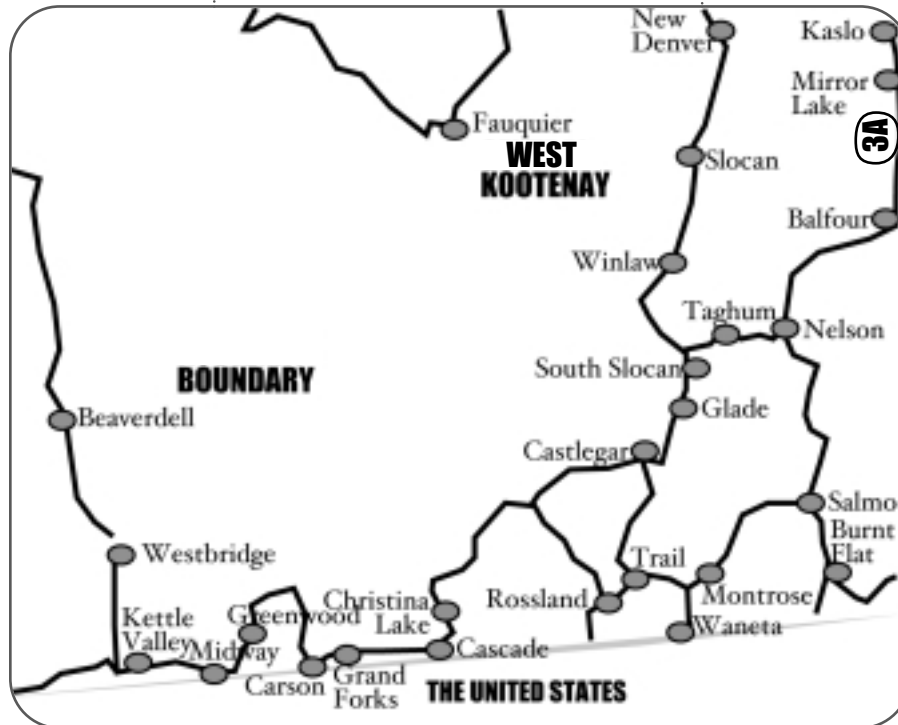
**S**afe Haven is a crime prevention initiative aimed at reducing violence against women specifically and promoting community involvement to increase safety in general. A Safe Haven project involves recruiting businesses and community or government agencies that are prepared to offer very basic assistance to women who are feeling frightened or threatened. It is loosely modeled after the Block Parent Program, with an easily recognizable logo visible at supporting locations. Once established, Safe Havens provide women with access to a phone to make a confidential call for help; they also offer a safe place to wait until help arrives. Participating Safe Havens are provided with orientation to the program that includes background information, resource materials, local emergency phone lists and basic staff training. The goal of the training is to sensitize all staff to the realities and dynamics of violence and to the need for confidentiality.

## Background

The Safe Haven idea originated in five small communities in rural Connecticut. The West Kootenay Women's Council (WKWC) decided to adapt it for the West Kootenay and Boundary regions of British Columbia. Safe Haven is an initiative of the Council and

why the focus on women, who can provide ongoing monitoring and support, and what are the risks for Safe Haven sponsors.

In the spring of 2001, The Advocacy Centre received a second grant from the National Crime Prevention Centre to expand the Safe Haven network to three additional rural areas. Three project workers were hired to introduce, develop and promote Safe Havens in Kaslo and area, the Lower Slokan Valley, and the West Boundary. These three areas are quite distinct from each other and provided an excellent opportunity to adapt the concept to



The Advocacy Centre (Nelson), with funding from the National Crime Prevention Centre.

Our first Safe Haven project was in 1999–2000. We researched options, tested ideas and established 15 Safe Havens in the city of Nelson (population 9000) and 4 along Highway 3A to Balfour (population 3900). We struggled with questions such as

meet particular community needs. 16 Havens were established in Kaslo, 20 in the lower Slokan Valley and 7 in West Boundary.

Each project was evaluated, promotion and training materials were modified, and strategies were developed for sustainability. These have been humble projects to date and we continue to learn and adapt as new ideas or challenges arise.



## The Manual

The West Kootenay Women's Council and The Advocacy Centre partnered again to create this manual to assist other communities interested in creating a Safe Haven program. A pilot project was initiated in Salmo BC to test the usefulness of the manual contents. Evaluation of the pilot and the manual were carried out by the Salmo working group, project staff and the Safe Haven Manual advisory committee.

The object of the Safe Haven Manual is to provide the basic tools and information necessary for any community

to establish a self-sufficient Safe Haven program. The manual is a general resource guide that has been developed from a rural perspective. The advisory committee recognizes that each community is unique and that additional work will need to be done to address particular demographics and needs.

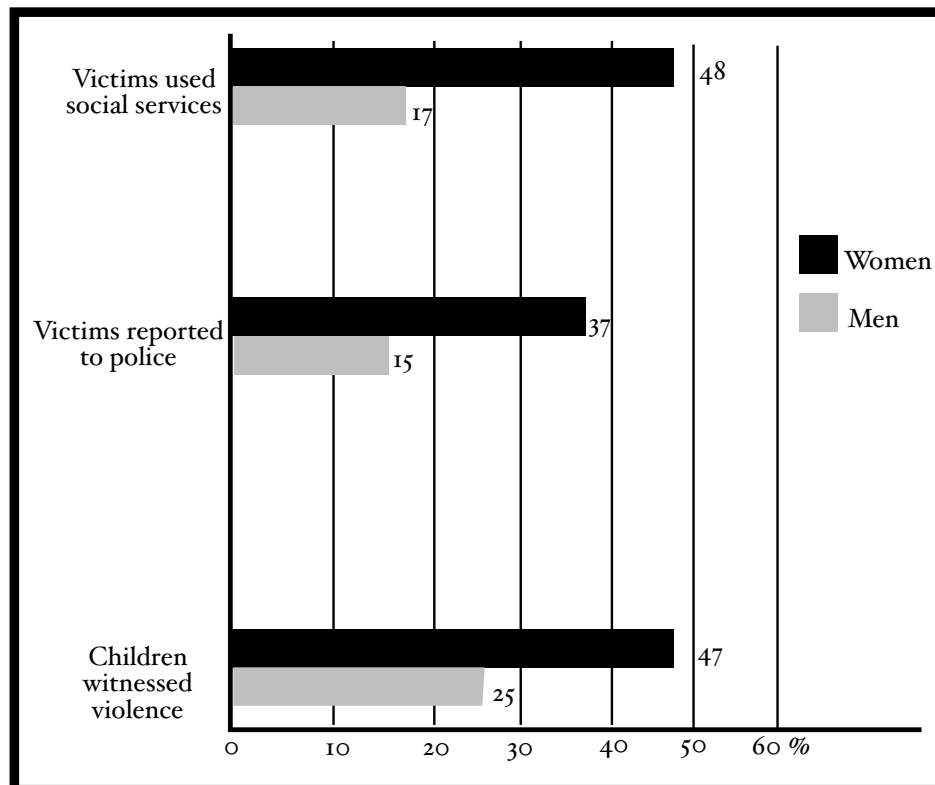
The manual draws on the lessons from the first two phases of the project as well as the recent test of the manual by the community of Salmo. It is specifically geared to small communities, yet can be easily adapted to larger centres. The contents and reference materials strive

to support a Safe Haven committee through the challenges inherent in any community development project. Information is organized into six sections that lead the reader through: our past experience setting up Safe Havens; the reasons why we focused on women; the role of community; how to start and maintain a network; to end with the recent experience of Salmo BC, the manual test community.

It is our hope that this manual is both a practical and inspirational tool that will encourage communities to take any actions necessary to ensure a safe environment for all citizens.

## Societal Impacts of Spousal Violence

Statistics Canada, 1999 GSS



# Key Players .....

## The West Kootenay Women's Council



The WKWC is a feminist network with regional representatives from agencies that provide services to women. It is an organizing and planning body that works to improve the safety, status and equality of women. It has existed in the West Kootenay Boundary region of BC since 1992. Its goals are equality, social justice, economic well-being, optimum health and education, training, and freedom from violence for all women.

## National Crime Prevention Strategy



The National Crime Prevention Strategy provides communities with the tools, knowledge, and support they need to deal with the root causes of crime at a local level. It aims to reduce crime and victimization by tackling crime before it happens.

## The Advocacy Centre



The Advocacy Centre is a non-profit community based organization and is a program of the Nelson District Community Resources Society. It was established in 1988 and provides legal advocacy, information, education and support to those living in or near poverty and to victims of relationship violence, sexual assault, child abuse, stalking, and criminal harassment. It has a history of championing social justice causes and providing community education on such topics as poverty, welfare legislation, affordable housing, problem solving and prevention, and anti-violence awareness strategies.



## Section Two:

# Women's Safety = Community Safety

“The cost of women's lack of safety is a national problem that Safe Haven can help address one community at a time.”

### In this section....

- What is a safe community?
- How does fear of violence affect our communities?
- Why does women's safety need to be addressed in the community?
- How can Safe Haven help?
- What about others using a Safe Haven?
- What are the economic costs of violence against women in our society?
- Violence against women statistics

## Unique Problems in Rural Areas

Victims of domestic violence who live in rural areas face special challenges. While batterers tend to isolate their victims in any geographic setting, for women in rural areas, this isolation is often even more severe. They may live miles from their nearest neighbour, friend or family member. Lack of available childcare, few job opportunities, inadequate public transportation, distance from shelters and services, and poverty and economic dependence are just some of the barriers that can make escaping a violent relationship even harder for rural women.

A lack of anonymity and confidentiality also makes it more difficult for victims of abuse to come forward and seek help. In small towns, it can seem as if everyone knows everyone else. Judges and police officers who know both a batterer and his victim socially may be less likely to recognize the severity of an assault.<sup>3</sup>

Ask a woman how safe she feels when she's alone at home or walking around by herself at night. Her answer will often provide insight into just how unsafe women feel in their communities.

### What is a safe community?

A safe community is one where everyone can go about their daily lives without fear of harassment, violence or crime. It's a place where everyone — residents, businesses, local government and community organizations — takes an active role in promoting safety by providing support for those who are most at risk in our society. A safe community is a healthy community.<sup>1</sup>

Any woman may experience abuse: young and old, rich and poor, lesbian and straight, women with disabilities, women who are pregnant, immigrants, refugees and women who were born in Canada. Violence towards women occurs in cities, small towns, on farms and in isolated communities. Women who live in rural or remote areas may face greater hardship because of their isolation.<sup>2</sup>

### How does fear of violence affect our communities?

According to Assessing Violence Against Women: A

Statistical Profile, 2002, women are twice as afraid of being a victim of violence as men, whether or not they have personally experienced violence. Women are five times more likely to say they fear for their lives. A 1999 Statistics Canada study showed that 65% of women and 29% of men worry about their safety while using public transportation after dark. When they get home, 29% of women, and just 12% of men, are concerned about their safety.<sup>4</sup>

### Why does women's safety need to be addressed in the community?

When community leaders, police, business people, social service agencies and others join together to focus on women's safety, the safety of all residents improves. A strong and clear message goes out to all, that violence will not be tolerated. The broader community starts to learn about the dynamics of violence and to understand why some people are more likely to be victims of violence than others. A strong community message tells women and other vulnerable people that their safety is just as important as anyone's. Creative solutions can emerge: street lights at dark corners; public telephones maintained; courses to prevent bullying; neighbours helping neighbours. The West Kootenay





Women's Council believes it is the responsibility of every community to ensure that all its members are safe and that everyone benefits when violence against women is prevented.

### **How can Safe Haven help?**

The Safe Haven program acts as a public awareness campaign that says violence towards women will not be tolerated. The work to set up a Safe Haven program brings different sectors of a community together and allows for new learning and collaboration. New understanding and partnerships can be formed. The end result is a network of locations displaying the Safe Haven logo and sending a clear message to women and all residents that there are safe places in this community to ask for help.

### **What about others using a Safe Haven?**

Every member of a community has the right to feel safe. While the focus of the Safe Haven program is on women, existing Safe Haven participants in our study said they would open their doors to anyone in trouble. This could include a lost child, a disoriented person, or a man threatened in a fight.

### **What are the economic costs of violence against women in our society?**

According to a 2002 study, when you factor in the expenses of social services, criminal justice, lost employment days and health care, the physical and sexual abuse of girls and women costs the Canadian economy a staggering \$4.2 billion dollars each year.<sup>5</sup>

Social and financial costs associated with violence towards women are extremely high. Emotional and psychological costs are immeasurable. Prevention of violence is always the best route for families, communities and governments to follow. Activities that increase awareness, teach prevention, and promote human rights and social justice are key to decreasing violence. When a community as a whole recognizes its responsibility for everyone's safety and its members collaborate to find solutions, much can be accomplished to reduce all costs. The Safe Haven program can be one tool in that community effort.

An important step in the creation of a safe community is to establish and agree to a **zero tolerance to violence** policy.

"The District of North Vancouver recognizes that violence is an insidious problem with devastating costs that affects all residents and that violence against any person is unacceptable. Moreover, the District recognizes that the group most at risk of being abused is women and that among women, the most vulnerable groups are visible minorities, aboriginal women and women with disabilities."

North Vancouver's Zero Tolerance of Violence Policy, District of North Vancouver, August 26, 1996

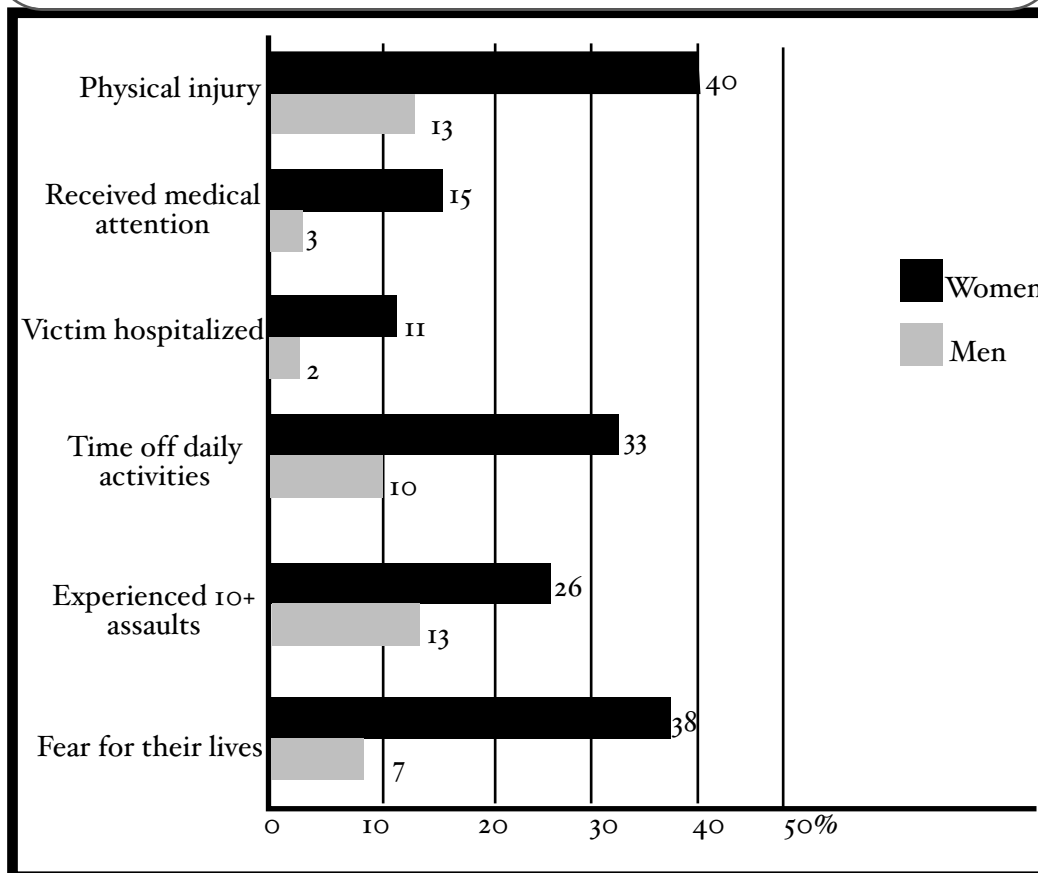
# Violence Against Women Statistics

Why focus on women's safety? Violence in general is a serious problem in Canada, but violence against women has its own specific concerns.

- Women are almost 8 times more likely to be victimized by a spouse than are men <sup>6</sup>
- Women make up 98% of spousal violence victims of kidnapping/ hostage-taking and sexual assault <sup>7</sup>
- Of all the spousal assault incidents reported to police in BC, 78% involve a male offender <sup>8</sup>
- In Canada, 4 out of 5 people murdered by their spouses are women murdered by men <sup>9</sup>
- In 1998, 67 women were killed by a current or former spouse or boyfriend. That's more than one woman per week <sup>10</sup>
- Violence against women in relationships often does not end when the relationship ends. Studies show that 40% of women who were in a violent marriage or common-law relationship report that violence continued to occur after the couple separated. Most of those who reported violence after separation state that the assaults either began after separation or became more severe <sup>11</sup>

## Other Consequences of Spousal Violence for Victims

Statistics Canada, 1999 GSS





### **Section Three:**

## **Safe Haven and your Community**

“Supporting community safety for women is very similar to supporting access for people with disabilities. It is a matter of understanding and acknowledging that the personal safety of women and other marginalized groups is an essential part of community living, and that local government, along with the rest of the community, has an important role to play.”<sup>12</sup>

### **In this section....**

- Setting up a working group
- Group Agreement
- How to get started

## Who in your community would be useful in this project?

(e.g. local or municipal government, your local health authority, social service organizations, local business groups or the Chamber of Commerce, R.C.M.P., schools, doctors, church groups, etc.)

## Who in your community already has an understanding of violence against women?

(e.g. women-serving organizations, transition house workers, victim assistance workers, etc.)

## Who in your community has some experience in community development work?

(e.g. social planning councils, not-for-profit organizations, advocacy groups, etc.)

## What are the roles different people in the community can take on?

## How can you reach the people who don't understand the issues?

## How can you get as many people as possible "on side"?

A Safe Haven network functions best when representatives from different parts of the community come together to create it. The more people involved, the greater the pool of information, ideas and resources that can be shared. Each community is unique, with its own particular challenges, and it will take creative thinking to meet them.

## Setting up a working group

The *working group* is a planning committee. Ideally, your working group will include volunteers from victim service agencies, government agencies, businesses, and the community at large. You may wish to involve health care workers, police, teachers, service clubs, faith groups, and the Chamber of Commerce. Be sure to invite front line social service providers; they work every day with the very people who may need to use a Safe Haven.

## Group agreement

The group agreement establishes how you will interact as a group and may be used to help members work together successfully. Disagreements are part of any community process. Set guidelines for acceptable group behavior and make sure every member of the group is familiar with them. Some points you may wish to include in your group agreement:



- Only one person speaks at a time
- All opinions expressed in the group are treated with respect
- Meeting times
- Who will chair meetings (will it be the same person or will members take turns?)
- Who will take notes
- How will decisions be made (consensus or vote)
- Objectives eg. To educate people on issues of violence; to provide women seeking help with easily recognizable places to go

### How to get started

Once you've established your working group you can begin to develop your Safe Haven network. The following four-stage process is adapted from the Cowichan Valley Safer Futures Program. It will help guide your group through the necessary steps to create a successful Safe Haven program.

## I Define and develop the initiative

Create a mandate that reflects the values you hold as a group, such as the right of women—and everyone—to live free from real and perceived violence. Next, establish the goals and objectives your group intends to achieve. It may help you to hold an information forum where members of the community can learn about the dynamics of violence towards women.

- Establish group values, goals and objectives
- Develop a plan with clear steps on how to implement a Safe Haven program and monitor it in the future
- Identify the resources you'll need and how to obtain them (eg. funding, meeting space, coordination, evaluation)
- Define the roles of each member involved
- Figure out how you will measure success

## 2 Involve the community

In order to set up a successful Safe Haven program, it's good to make your community aware of how it is affected by violence against women. Some people believe community safety is up to the police. Creating safety for women is in everybody's best interest and everyone has a role to play. Look for organizations in your area that are interested in women's safety and form coalitions with them and other interested groups. For example, the owner of a business may be useful in helping to establish connections with other business people in your community.

- Find out where your community stands on the issue of violence against women. Try a questionnaire, focus groups or a community forum.
- Research local issues and patterns that relate to reported and unreported crimes against women and children.



- Identify safe and unsafe places and times in and near your community, patterns of discrimination, etc.
- Gather local and provincial data on crimes against women and children.
- Share what you learn with community leaders and the community as a whole.
- Find out all formal and informal local and provincial resources and services that exist for anyone fleeing a violent situation.
- Develop a strategy to screen potential Safe Havens to ensure they are, in fact, safe. Think about key locations for Safe Havens based on your research.
- Be visible in the community; encourage involvement; listen, learn, adapt.

### 3 Move from words to action

- Contact potential Safe Haven locations.

- Provide contact person at interested sites with an orientation package (see *Appendix 2: Sample Promotional Materials*).
- Whenever possible, do this in person and tell the person you speak to when you'll be back to follow-up.



- If there is agreement to move forward, offer to do basic training with relevant (preferably all) staff (see *Appendix 3: Participant Training Materials*).

- Be flexible. There are many ways to create Safe Havens. What works in one location may not in another.

### 4 Monitor and evaluate the results

- Revisit your short, medium and long-term goals for the program.
- Assess whether you have done what you set out to do. What have you learned? What needs to change?
- Use a range of methods to evaluate your program (eg. site satisfaction surveys; before and after comparisons; input from committee and community members).
- Keep basic records. Prepare progress reports at regular intervals. Share results with all interested parties: town council, members of the working group, organizations and agencies that have been supportive, funding suppliers, and Safe Haven hosts.





## Section Four:

# The Nuts and Bolts of a Safe Haven Network

“Safety is a basic quality of life issue—violence and fear have severe implications for women’s health and well-being, and that of the entire community. When women experience their social and physical environments as unsafe, they experience all sorts of barriers to free and full participation in employment, education, community activities, and local decision-making processes.” <sup>13</sup>

### In this section....

- Site recruitment
- Training
- Promotion
- Public education
- Funding

**Y**our working group is in place and you have the support of your community. It's time to recruit the locations that will display the Safe Haven logo.

Women who are at risk of violence need to know that if they approach a Safe Haven location and ask for assistance they can expect to get it quickly and confidentially. They need to know they won't be judged in any way, blamed for their situation, or become fodder for gossip. Finding just the right location for a Safe Haven is of the utmost importance. So is the training of employees who may be called upon for assistance.

### Site recruitment

Draw up a list of possible sites. Be sure to consider:

#### Location

Is it easily accessible? If it's too far off the beaten path women may be afraid to go there.

#### Hours of operation

Do they keep regular hours? Are they open during the evening? On weekends?

#### Reputation and history

Is it in fact a safe space? Are the staff/management "safe people"? Develop a strategy to screen potential Safe Haven sites. A site may be safe, but what about the people who work there?

#### Type of business/usual clientele

Having a variety of Safe Haven locations means a woman can choose to go to one where she feels comfortable.

#### Layout

Does it have a private room with a phone? Is there an alternate exit?

#### Staffing

Is there a lot of turnover? Will all staff be available for training in how to respond to women at risk?

#### Think outside the box

Some communities may choose to have bars or pubs act as Safe Havens. Others may not. Consider the complications that may arise when alcohol is served on the premises.

Should you approach schools or day care centres? Certainly, but bear in mind the fact that children should not be put at risk, nor should they be witness to potentially traumatic events.

Be on the lookout for sites the working group may have missed. Ask participants in community forums/focus groups if they can suggest potential locations.



(The police can be very helpful with this.) Be prepared to say no to a potential location if it doesn't meet your criteria.



## Choose a key contact person

This is the person to whom you will direct most of your queries.

- In larger rural areas the first contact may have to be by phone
- In a medical or legal office it may be the secretary or the receptionist
- In a store or business it may be the owner or manager
- In smaller rural areas consider a well-known volunteer or church minister

## Explain the project

If there is sufficient interest, provide the contact person with an orientation package, either in person or by mail. Advise them you will check back by a specific date (in the next week or two) to answer any questions and to see if they are ready and willing to commit to the project. Continue to assess for suitability before making the final decision.

## Training

Using the material provided in *Appendix 3*, create a training package that is appropriate for your community. Once a site has been chosen for a Safe Haven, set up a time with the key contact person, and any other staff, to go over the training materials. Make any changes

required in order to best meet the needs of the person or group you are training. Some things you'll want to discuss:

- The dynamics of violence
- Some of the reasons why women find it difficult to ask for help or to leave abusive relationships
- Issues of risk and safety for both the woman and the Safe Haven site
- The importance of confidentiality and how to maintain it
- The particular needs of your community. eg. Different ethnic groups; languages other than English or French; immigrant women; extreme isolation

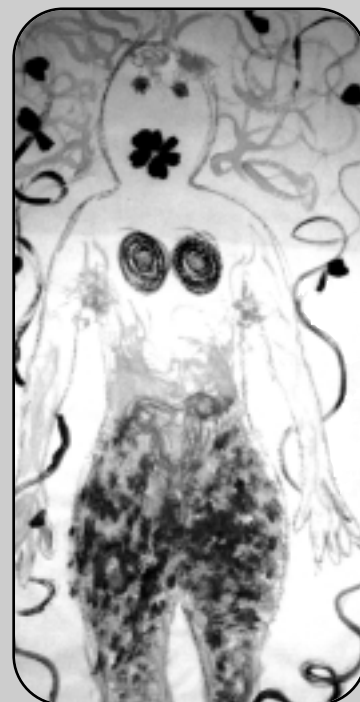
## How should I use statistics?

Coordinators from past Safe Haven projects report that statistics, especially those citing local information, are very effective in helping to raise awareness about incidences of violence in the community. One produced a set of statistics that showed a marked difference between the number of women who reported assaults to the police and the number of women who reported assaults to the local woman's counselor during the same time period. The number of incidents reported to the counselor was significantly higher.

## The "Un-Safe Haven" ....

Some sites are not appropriate for the program. For example, in the second phase of our project, representatives of a senior's lodge expressed interest in being a Safe Haven.

The lodge was located in a rural area where it could take 30 minutes or more for police, if needed, to arrive. The coordinator felt that as the lodge was a place where people lived, and was not staffed at night, it was not a good idea to put the seniors who lived there at risk.



## Something to THINK about.....

In more remote parts of the province it's easy to keep abuse a secret. There may be no R.C.M.P detachment, no local government, no hospital and no local doctor. In some isolated communities, the very act of identifying a site as a Safe Haven can pose a safety issue. This needs to be carefully considered by the working group.

- Do not use statistics merely to shock. Make sure they're accurate. Recognize the source.
- Always leave the door open for those who are interested to ask for more educational material

### What do I do if I can't meet with all the staff at a potential site at the same time?

Where appropriate, ask the key contact person to go over the material with everyone who may be asked to assist a woman asking for help. Everyone needs to be comfortable with the program before the logo goes on the door.

Help managers develop a system to ensure all staff read and understand the material and the program.

### What about follow-ups?

Expect to make several visits or phone calls to confirm that participating Safe Havens have gone over all the relevant training materials with their staff. It will take time for participants to understand what is involved in providing a Safe Haven

location. Follow-up should include:

- Making sure the Safe Haven logo is displayed prominently
- Keeping in contact with each Safe Haven site
- Making sure it's easy for Safe Haven hosts to contact you
- Helping personnel decide on a safety plan, should it be necessary, for staff, as well as for women who seek assistance

### Promotion

Identify who in your area will want to know about the Safe Haven program. Some possibilities:

- Village councils
- Regional district staff
- Hospitals
- Health authorities
- Food banks
- Seniors' associations
- Faith groups
- Parent advisory committees (PAC's)
- Banks and credit unions
- Mother's/women's groups
- Police
- Violence Against Women in Relationships (VAWIR) committees

- Social service agencies
- Schools
- MP and MLA
- Use local and provincial media to promote your Safe Haven program (eg. some of our past coordinators have been interviewed on CBC's morning show, Daybreak).
- Local newspapers tend to be very supportive of the Safe Haven program. Send them a press release that explains what it's about.
- For our second Safe Haven project we were able to get funding for full colour flyers that listed the participating Safe Havens in the area. They were distributed as bulk mail by Canada post. (See *Appendix 2: Sample Promotional Materials*).
- Use the logo on all promotional materials

### Public education

- Each one of the groups on your promotion list should be provided with an information package about the Safe Haven program. The success of the program ultimately rests with



community awareness and support of the project.

- Let people know what Save Haven is trying to do. Ask for input and for assistance in promoting the project. Try unions, service clubs, faith networks, and community websites to spread the word.
- Be on the lookout for opportunities to promote Safe Haven. See about setting up a booth at Fall Fairs, Christmas Fairs, community open houses, school professional development days; anywhere that members of the community may gather.

## Funding

In these days of budget cuts there is perhaps no area of the Safe Haven program that requires more creativity than funding. However, the costs involved in setting up a Safe Haven program need not be high. At minimum you will need: production and copying of training materials; the logo in sticker form for Safe

Haven doors; and promotional material (posters, ads). You also will need to cover research, set up and monitoring time, travel costs in the region, long distance calls, and access to necessary office equipment.

- Explore the possibility of staffing time and travel being covered by existing programs such as Victim Services, Transition Houses, Stopping the Violence Counselors or Safe Homes
- Find sponsors through service clubs, unions, individual businesses or associations
- Approach the nearest community college or university to explore partnerships, practicum possibilities, research and other supports
- Try churches and other faith groups; band councils or other governing bodies
- Research government and non-government funding sources (public libraries are an excellent source of information on funding sources

- Consider applying to the Federal Government Summer Carrier Placements to fund annual monitoring and follow-up
- Appeal to the community at large



A sample poster

## F u n d i n g   C o n t a c t s

### Canadian Women's Foundation (CWF)

[www.cdnwomen.org](http://www.cdnwomen.org)

CWF raises money and makes grants available to help stop violence against women.

### Charity Village

[www.charityvillage.com](http://www.charityvillage.com)

A site dedicated to raising resources for the not-for-profit sector.

### National Crime Prevention Strategy

[www.prevention.gc.ca](http://www.prevention.gc.ca)

Funding available for crime prevention and building safer communities initiatives.





## Section Five:

# Sustainability and Maintenance

“Do what fits for your community and Safe Haven will continue to have a place.”

### In this section....

- Challenges to setting up and maintaining Safe Havens
- The importance of follow-up



The goal of the Safe Haven program is to prevent crime and increase the level of safety in the community in general and women's safety in particular. The only way this can happen is when the public is aware of the toll violence takes on our society. Encourage people to discuss openly issues of safety and violence. The process of setting up a Safe Haven program in your community will provide you with opportunities to have such discussions.

### Challenges to setting up and maintaining Safe Havens

#### Lack of suitable locations

Finding suitable places for Safe Havens in very rural areas in particular may be a challenge. For example, in one isolated area in the West Kootenays, a community hall was the only place available for a Safe Haven, but the hours the hall was open varied according to its use. Members of the board were supportive of the concept and agreed to post their home telephone numbers on the door. If a woman needed assistance, she could call one of these numbers. That

person would then call another board member and together they would go to the woman's aid. This was not a perfect solution (the woman could have immediate safety concerns, as could the board members who attended her), but it was still decided to be the best option for that particular place.

- Talk to people who live in the community. Ask if there



is any sort of central meeting place that might be appropriate.

- Is there a trusted minister or volunteer who might consider offering their home as an official Safe Haven?

#### No one seems to be using the service

Many established Safe Havens in our region have been used infrequently if at all. This does not minimize the effectiveness of the program. Often simply knowing she has the option of using a Safe Haven greatly increases a woman's sense of safety. Safe Havens send a clear message that violence in the community will not be tolerated.

#### Fear for the safety of the site itself

Potential participants may express fear for their own safety should they become a Safe Haven host. Listen to their concerns. Explain that because perpetrators want it to remain a secret, most domestic violence and abuse happens behind closed doors.

- Make sure there is a safety plan in place (the police can be very helpful with this)

- A news item about a local violent incident may be of concern to Safe Haven hosts. They need to know who they can call if they're worried. At the same time, after news of domestic





violence or abuse, a call from a member of the working group can do a lot to lessen these fears.

- Make sure all staff understand their role is simply to provide a phone, resource information and safe place to wait. They will not ever be expected to intervene or find solutions. That is a job for the police and helping agencies.

### **Concerns about R.C.M.P. response time in an emergency**

- The perception exists that sometimes the R.C.M.P. do not respond as quickly as they might. Personnel at Safe Haven sites need to know that the R.C.M.P. are familiar with the program and support it. They also need to know the extent and limitations of the police service in their area.

### **Ongoing staff training**

- It may be impossible for all staff members to gather at the time for the orientation training. Prepare hand-outs for those who can't attend these sessions in person and be available for follow-up. (See *Appendix 3: Participant Training Materials*)

### **Maintaining a working or sponsoring group**

For Safe Havens to last and be successful, some group needs to take ongoing responsibility to be available to respond to incidents, train new staff at existing or new Safe Havens, track use, evaluate the impact, reassess goals, maintain current resource materials, carry out publicity, and coordinate the program.

### **What sort of follow-up is necessary?**

Personnel who work at Safe Haven sites need to know who they can call if they have

any questions or concerns, and who is responsible for maintaining the program once it is established.

Program maintenance should include the following:

- Keep a master copy of Safe Haven sites for reference
- Visit and/or telephone each site at established intervals (absolute minimum 1 year) Talk to the key contact person about their experience with being a Safe Haven site. Go over any incident reports and answer any questions. Find out what works and what doesn't. Offer advice about any challenges the site may have faced and ensure that the Safe Haven logo is still intact and visible.



In Nelson, The Advocacy Centre has been responsible for the maintenance of the Safe Haven locations. This agency has been able to obtain funding each summer to hire a student to make contact with every Safe Haven site in the area. This funding has allowed them to maintain the program without putting undue strain on staff. In Nelson and other communities, ongoing support and new Safe Haven training has been provided under Victims Assistance programs or Safe Home coordination.

- Update resource information and make sure all staff are up to date on procedures. If there are employees in need of training, make sure they get it.
- Recognize the time and energy workers at the site have given the Safe Haven program. Let them know they're appreciated.
- Keep records of each Safe Haven site, the training, incidents and follow-up dates, and activities. Provide sites with a copy if requested.
- Report back to the community and all groups, agencies, institutions and funders involved.

### **Ongoing recruitment of sites**

Regular maintenance activity needs to include assessing the viability of existing sites as well as being on the lookout for new ones. Changes in the community may require changes to Safe Haven

locations—businesses close, new owners may opt out of the program, and sites that were hesitant to become involved when first contacted

may have had a change of heart. It's important to remain open to changes if the program is to be effective.





## Section Six:

# The Salmo Experience

“...the Salmo experience helped to underline that the program is truly a partnership between the social service and business sectors...”

### In this section....

- About Salmo
- What was unique about Salmo's experience?
- Feedback from Salmo participants



Salmo was chosen as the test community for this manual because of the interest and willingness of the Salmo Community Resources Society (SCRS) as well as Salmo's small population and distance from larger communities and support services.

## About Salmo

Salmo lies 43 kilometers east of Castlegar in southeast B.C. It has a population of 1069, with approximately 1500 people living in the surrounding area. Its closest neighbours, Nelson and Castlegar, are a half hour minimum drive away, and during the winter months the highways can be treacherous. The regional hospital is in Trail, close to an hour away, with some hospital services available in Nelson and Castlegar. Salmo has a part-time community health nurse and a Wellness Clinic with two doctors on staff. There is also the community service agency (SCRS), a small library, a primary and a secondary school, churches and a few local businesses. Two small grocery stores provide the basic necessities, although many

people like to stock up at larger stores in the nearby towns. Salmo has a four-member R.C.M.P. detachment that covers approximately 2500 square kilometers, but often calls to police are fielded through the Nelson dispatch. Public transportation is limited to a Greyhound bus through town once a day.



Like many communities in British Columbia, Salmo has had a number of cuts to its social services. The community-based Victim's Assistance Program (VAP) was reduced to ten hours of staffed service per week. Adult mental health services are no longer able to respond to acute emergencies and now can serve only those with chronic and persistent

mental health issues. This means there is no local counseling for women or children who are in crisis because of abuse. Before the change in services, about half the mental health counselor's client load was made up of women experiencing domestic violence. A Safe Homes program offers emotional support and short-term transition housing (four nights maximum) for women and their children who are leaving an abusive relationship.

Safe Haven coordinators met with SCRS representatives early in October 2003. A general overview of the Safe Haven program and a draft of the manual were provided so that Salmo could start to implement a program

of its own. One of the staff had previously been involved with the West Kootenay Women's Council. Because of her dual roles as coordinator of the VAP and Safe Homes program, she had a good working knowledge of the issues surrounding violence against women.

Three weeks later, they again met with a Safe Haven coordinator to discuss their



progress. They had come up with a list of community partners to include in the working group, discussed the best ways to be effective given the community's dynamics, and talked to key community people about the Safe Haven program.

The first community meeting (forum) was held in November 2003. It was chaired by the executive director of SCRS who also was well informed about the issues of violence against women. The meeting was attended by twelve people from various parts of the community. Among those present were a representative from the Chamber of Commerce, the R.C.M.P., the health nurse, a pastor, and three business owners. Each person who attended was familiar with situations where a Safe Haven network could be useful. They discussed potential safety issues, the pros and cons of the program mainly focusing on women, and ways to set it up for success.

The chairperson let the group know that none of the established Safe Havens in the region had experienced any problems with safety. The R.C.M.P. member confirmed they would be there in the event of a problem. Community members were assured that Safe Haven was not about excluding people

from safety, that it would create more safety opportunities in Salmo. They came up with a list of potential sites, talked about who should be involved and agreed they were ready to begin to recruit potential locations.

By Christmas 2003 the Salmo group had created their local resource list and had established three Safe Havens. This included orientating the key contact people and training staff. The working group planned to have six more sites set to be up and running by February 2004.

### **What was unique about Salmo's experience?**

The Salmo working group had the advantage of being a pilot project in the development of this manual. They had ready access to the project staff and the Advocacy Centre as resources. SCRS staff were already familiar with the West Kootenay Women's Council and past Safe Haven projects. Their part time Victim's Assistance worker had been a past member of WKWC and was very familiar with both the community and the issues surrounding violence against women. These factors helped Salmo get its Safe Haven program up and running very quickly, in under three months.

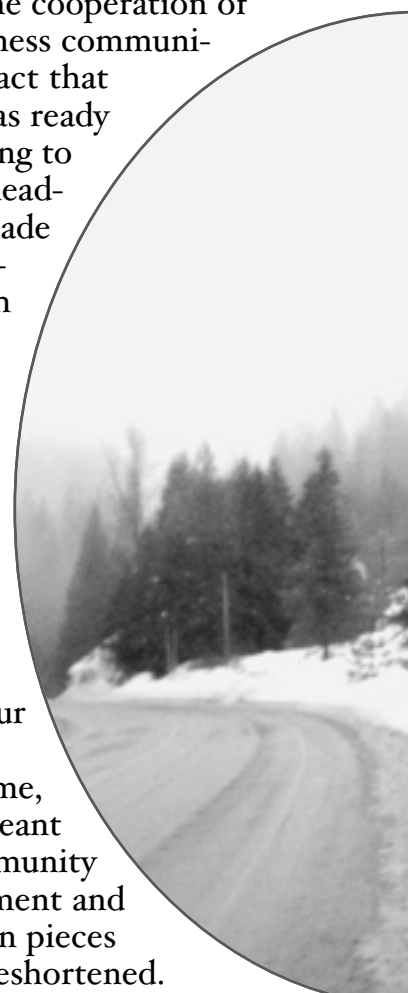
The logo and posters were already made and available to use immediately.

The size of the community also made it fairly simple to organize. "Everyone knows everyone" and committee members were used to working together on other projects. The support of the R.C.M.P. and V.A.P. were key, as was the cooperation of the business community. The fact that SCRS was ready and willing to provide leadership made organization both smooth and successful.

The Salmo group also graciously worked within our project's time frame, which meant the community development and education pieces were foreshortened.

### **Final feedback from Salmo participants**

In Salmo, when choosing potential sites, practical considerations such as the physical location of the site and the probable receptivity



of the manager/staff were key. Participants talked about how in a small community, identifying and contacting sites can be a relatively informal process. Individuals are approached and conversations happen in a friendly, casual manner. They recognized it could take a number of contacts to secure a commitment and that it was not a process that should be rushed.

It was reaffirmed that this particular Safe Haven process was artificially accelerated

because of the time line for The Manual Project.

This was an unexpected benefit to the group in that it provided an impetus to

completing the recruitment much sooner than would normally exist for most communities. On the other hand, there was time to set up only three locations. Again, the group recognized that recruitment normally would not be a fast process

(Salmo continues to develop a more extensive selection of Safe Haven sites).

One observation focused on the importance of early identification of sites already providing a Safe Haven function informally on their own through a sense of obligation as good citizens of the community. Such sites seemed to be grateful to receive external support and structure for such a service. Their commitment and enthusiasm for reaching out to community members in crisis could be utilized to “sell” the program to other potential sites. The Salmo organizers believed that, as the presence of Safe Haven became apparent, the number of sites would inevitably increase.

The group suggested that, as part of the recruitment process, businesses would be asked to sign some form of agreement, and to expect an annual review and renewal of their commitment to participate. This would build in an expectation of on-going contact with the program organizers.

The Salmo organizers believed that it was essential for effective recruitment to focus on the benefits for the businesses (i.e. potential increased trade due to the goodwill of the customers who appreciate the presence of the service). In other words, demonstrating recog-

nition for the needs of the business people yielded more cooperation.

Feedback from the new sites confirmed some of the findings of the previous Safe Haven projects. Comparing Safe Haven to the Block Parent program proved to be a good marketing strategy, because it was an accepted, established program in many communities and didn't have the emotional charge that can be generated by violence against women.

As in other communities, the issue of whether to use the local bar as a site came up. The Salmo working group decided that this was not a safe environment for a woman fleeing a violent situation. However, they believed that the bar should be made aware of the program and encouraged to be supportive of the safety initiative that Safe Haven created in Salmo. The staff could then be provided with the community resource materials and make appropriate referrals to sites which *are* safe.

The Safe Haven sticker proved of special importance, in that it provided a concrete symbol of the program and seemed to be a significant factor in making participants feel comfortable about the program. It was noted that the cost of printing the stickers and finding access to a professional printing agency





in a small community could be a potential roadblock to setting up the program. (NOTE: Solutions to this problem will be explored and the results shared with future recipients of the manual. It is not difficult to photocopy the Safe Haven logo and use heavy-duty tape to attach it to a door or window)

The Salmo group underlined that in a community where individuals may have a conservative bias and perhaps a mistrust of social programs, particularly those aimed at women, it is important to approach potential participants with sensitivity and caution. Their opinion was that the emphasis needed to be on the safety of everyone, although women's issues certainly provided the key information and statistics.

The Salmo group reported that the manual provided a valuable concrete tool-kit to

speed the process along. The feeling was that the less work that had to be done the better. The manual provided effective shortcuts along the way, such as the educational material and hand-outs in the appendices. The community resource list was especially helpful and some sites said they intended to laminate their copy. Some site managers used the hand-outs to train the rest of their staff themselves.

The executive director of the Salmo Community Resources Society, who chaired the initial community forum, reported that, while initial response from everyone in the Salmo working group was positive, the actual responsibility for creating the Safe Haven network fell to his agency. This included recruiting locations, identifying key contact people and doing the necessary training. This was acceptable given that the agency had a mandate to work

towards the prevention of violence, and the agency integrated the Safe Haven program as a concrete activity under their Safe Home Program.

One SCRS staff member found her workload increased and wished that other members of the Salmo working group had been willing to take on more of the tasks. This pointed to the importance of a planning process that spreads out responsibilities so that no one is overworked and that one agency does not end up "rescuing" the community.

The Salmo working group tended to be action-oriented and task-focused. Original members, for the most part, were uninterested in participating in meetings after the initial decisions were made. Once there was agreement that the program would be beneficial and a process for



recruitment was defined, they felt their work was over. Remaining members of the group saw the importance in keeping in contact with a few key, supportive members of the committee, such as the Chamber of Commerce president who had ongoing contact with all members of the business community.

There was an additional recognition that any group who decides to introduce the Safe Haven concept should, at the very beginning, identify a champion or advocate for the program in the community, in addition to the agency who has the expertise in the field of violence against women. The Salmo group thought that putting the time and energy into identifying such a “champion,” might ensure that one agency would not have to sell

the program and there would be broader community ownership.

The Salmo working group expressed feeling a real sense of accomplishment when the first three locations were ready to display the Safe Haven logo. Others who were part of the process said it fostered a greater sense of connectedness within the community and they were glad of the opportunity to promote both safety and zero tolerance for violence in their neighbourhood. Ultimately, the Salmo experience helped to underline that the program is truly a partnership between the social service and business sectors, and has the ability to unify the community around the issues of safety and crime prevention.



### **"Take Action! When we create safe communities for women, we create safer communities for all."**

In all phases of our Safe Haven work, we saw some reluctance to take the risk to stand firmly behind the focus on violence against *women*, specifically. We strongly believe that this focus is essential and the research and women's stories are there to back us up. Understanding oppression and the risk of violence for one sector of society, benefits the whole. To all who take on this exciting program to prevent crime, we wish you creativity and success as you adapt the model to suit your home community.

# Bibliography .....

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Dat, Catherine M.A. *Examining the Potential for Community and Institutional Partnerships to Prevent Violence Against Women*. Vancouver, B.C.: The Vancouver Women's Fund, 1998

Department of Justice Canada. *Family Violence in Rural, Farm and Remote Canada*. Fredericton, N.B.: The Canadian Farm Women's Network, 1995

Family Violence Prevention Fund. *Preventing Family Violence: Community Engagement Makes the Difference*. 2002.

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Goldsmith, Penny; Reid, Gayla; and Sawyer, Sidney. *Reaching your readers: A fieldtesting guide for community groups*. Vancouver: Legal Services Society, 1993.

# Endnotes .....

<sup>1</sup> LawLink NSW, Plan it Safe: A guide for making public places safer for women. (1999), p.7.

<sup>2</sup> Department of Justice Canada, Family Violence in Rural, Farm and Remote Canada (Fredericton, N.B.: The Canadian Farm Women's Network, 1995), p. 12.

<sup>3</sup> Esta Soler, "Danger in a Small Town" in News from the Home Front. (Family Violence Prevention Fund: Spring 2000). p.10

<sup>4</sup> Statistics Canada, A Profile of Criminal Victimization: Results of the 1999 General Social Survey (Ottawa, ON: Statistics Canada, 1999), p.18.

<sup>5</sup> Marika Morris, Violence Against Women and Girls: A Fact Sheet (Ottawa, ON: CRIAW, 2002),p. 8.

<sup>6</sup> Statistics Canada, Family Violence in Canada, (Ottawa, ON: Minister of Industry, 1999), p.24



Jiwani, Yasmin. *Rural Women and Violence: A Study of Two Communities in B.C. Canada*. Department of Justice. 1998

Lawlink NSW. *Plan it Safe: A Guide to Making Public Places Safer for Women*. 1999

Lawlink NSW. *Plan it Safe: Partners in Community Safety*. 1999

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Statistics Canada. "Separation Statistics". *The Daily*. April 19, 1997

Soler, Esta. "Danger in a Small Town: The Impact of Domestic Violence in Rural Communities.", *News From the Home Front* Spring 2000.

<sup>7</sup> Ibid., p. 30.

<sup>8</sup> Police and Crime, Summary Statistics 1991 - 2000, (Vancouver, B.C.: Ministry of Public Safety and Soliciter General, 2001) p. 12

<sup>9</sup> Statistics Canada, "Homicide Statistics 1998" in *The Daily*, (Ottawa, ON: Author, October 7, 1999)

<sup>10</sup> Ibid.

<sup>11</sup> Statistics Canada, *Juristat*, vol. 2, No. 7, 2001

<sup>12</sup> Terri Dame and Ali Grant, *Women and Community Safety: A resource book on planning safer communities* (Ottawa: CRIAW, 2002), p. 3 – 25.

<sup>13</sup> Ibid., p. 1 – 3.

## Women and Violence

### **Aboriginal Women's Council - B.C. Institute Against Family Violence**

[www.bcifv.org/resources/newsletter/1994/summer/awc.html](http://www.bcifv.org/resources/newsletter/1994/summer/awc.html)

- information about the council and its membership

### **Abuse is Wrong In Any Language** [canada.justice.gc.ca/en/dept/pub/awal](http://canada.justice.gc.ca/en/dept/pub/awal)

- booklet for immigrant women who are suffering from abuse in a relationship or family

### **Battered Women's Support Services** (Vancouver, BC) [www.bwss.org](http://www.bwss.org)

- information about support services, publications, dating violence

### **B.C. Association of Specialized Victim Assistance and Counselling Programs**

[www.endingviolence.org](http://www.endingviolence.org)

- a list of services available for survivor's of violence in B.C., information on the Community Coordination for Women's Safety project in B.C., resource materials and links

### **B.C. Institute Against Family Violence** [www.bcifv.org](http://www.bcifv.org)

- a thorough site with many resources and educational material

### **BC/Yukon Society of Transition Houses** [www.vcn.bc.ca/bcysth](http://www.vcn.bc.ca/bcysth), 1-604-669-6943

- provides information regarding Transition/Safe Homes and programs for children who witness violence

### **Central Interior Metis Women's Association**

[members.pgonline.com/~friend/Project\\_Friendship/Groups/Central\\_Interior\\_Metis\\_Womens.htm](http://members.pgonline.com/~friend/Project_Friendship/Groups/Central_Interior_Metis_Womens.htm)

- assisting women experiencing family violence

### **FREDA Centre for Research on Violence Against Women and Children**

[www.harbour.sfu.ca/freda](http://www.harbour.sfu.ca/freda)

- reports, articles and publications specifically on violence against women and children as well as useful links

### **National Clearinghouse on Family Violence** [www.hc-sc.gc.ca/hppb/familyviolence](http://www.hc-sc.gc.ca/hppb/familyviolence)

- resources and educational material on family violence

### **Rural Women and Violence** [www.harbour.sfu.ca/freda/articles/rural11.htm](http://www.harbour.sfu.ca/freda/articles/rural11.htm)

- a list of books and articles about rural community and women

### **VictimLINK** 1-800-563-0808

- 24 hour information and referral service for people throughout B.C. who have been victims of crime and connects people to Victim Service Programs across B.C.

### **Women and Community Safety** [www.saferfutures.org/wacs\\_network.php](http://www.saferfutures.org/wacs_network.php)

- includes a manual on planning for safer communities

## Information for/about Women

### **Aboriginal Women's Network** [www.awan.ca](http://www.awan.ca)

- information and resources regarding aboriginal women of B.C.

### **B.C. Coalition of Women's Centres** [www3.telus.net/bcwomen/bcwomen/html](http://www3.telus.net/bcwomen/bcwomen/html)



**Canadian Association of Elizabeth Fry Societies (CAEFS)**

[www.elizabethfry.ca](http://www.elizabethfry.ca)

- works with and for women and girls in the justice system, particularly those who are, or may be criminalized
- resources and educational material

**Canadian Women's Internet Directory** [www.directory.womenspace.ca](http://www.directory.womenspace.ca)

- on-line activism for women's rights and participation

**Government of B.C. funded Women's and Victim Services Programs**

[www.mcaaws.gov.bc.ca/womens\\_services](http://www.mcaaws.gov.bc.ca/womens_services), [www.pssg.gov.bc.ca/victim\\_services](http://www.pssg.gov.bc.ca/victim_services)

**Pacific Association of First Nations Women (PAFNW)**

[www2.vpl.vancouver.bc.ca/dbs/redbook/orgpgs/2/2036.html](http://www2.vpl.vancouver.bc.ca/dbs/redbook/orgpgs/2/2036.html)

- assists first nations women and their families with health, education and social services issues

**The Women's Directory** [www.bcconnects.gov.bc.ca](http://www.bcconnects.gov.bc.ca)

- click on Life Events then on Women's Services

**Services and Resources for Marginalized Groups****Abuse Resources for Marginalized Women** [www.owjn.org/resource/margins.htm](http://www.owjn.org/resource/margins.htm)**B.C. Aboriginal Network on Disability Society** [www.bcands.ca](http://www.bcands.ca)

- provides a variety of support services and resources to help B.C. aboriginal people with disabilities

**B.C. Coalition to Eliminate Abuse of Seniors (BCCEAS)**

[www2.vpl.vancouver.bc.ca/dbs/redbook/orgpgs/2/2116.html](http://www2.vpl.vancouver.bc.ca/dbs/redbook/orgpgs/2/2116.html), 1-866-437-1940

- provides information, training, community development and materials regarding abuse and neglect of seniors

**Creating Selves in a Rural Community**

[www.educ.uvic./research/conferences/connections2003](http://www.educ.uvic./research/conferences/connections2003)

- focuses on rural young women

**Disabled Women's Network (DAWN)** [www.dawncanada.net](http://www.dawncanada.net) 1-604-254-8586

- services for women with disabilities

**Equality for Gays and Lesbians Everywhere (EGALE)** [www.egale.ca](http://www.egale.ca)

- advances equality and justice for lesbian, gay, bisexual and transgendered people and their families across Canada
- find news, activities and links on this site

**Gay and Lesbian Centre Vancouver Counselling and Information**

1-604-684-6869

**MOSAIC** [www.mosaicbc.com](http://www.mosaicbc.com), 1-604-254-9626

- multilingual, non-profit organization dedicated to addressing issues that affect immigrants and refugees in the case of their settlement and integration into Canadian society
- link to translation and interpretation services



## **Native Courtworker and Counselling Association of B.C.** [www.nccabc.ca](http://www.nccabc.ca)

- the native courtworker program facilitates and enhances access to justice by assisting aboriginal people involved in the criminal justice system to obtain fair, just, equitable and culturally sensitive treatment

## **Prideline** 1-800-566-1170 7:00 p.m. – 10:00 p.m., seven days a week

- information, referrals, peer support, to the lesbian, gay, transgendered and bisexual community

## **Red River HIV/AIDS Network** [www.red-road.org](http://www.red-road.org)

- provincially based aboriginal organization with memberships of aboriginal and non-aboriginal HIV/AIDS programs in urban and rural B.C.
- educational material, services and links.

## **Planning and Community Organization**

Barnsley, Jan and Ellis, Diana. *Research for Change: Participatory Action Research for Community Groups*. Vancouver, B.C.: Women's Research Centre, 1992

Barry, Brian W. *Strategic Planning Workbook for Nonprofit Organizations*. St. Paul, Minnesota: Amherst H. Wilder Foundation, 1997

## **B.C. Council for Families** [bccf@bccf.bc.ca](mailto:bccf@bccf.bc.ca)

- extensive research, training and advocacy materials aimed at the healthy development of families

Ellis, Diana; Reid, Gayla and Barnsley, Jan. *Keeping On track: An Evaluation Guide for Community Groups*. Vancouver, B.C.: Women's Research Centre, 1990

## **Participatory Action Research** [www.iisd.org/casl/CASLGuide/PAR.htm](http://www.iisd.org/casl/CASLGuide/PAR.htm)

- useful information about community development principles

## **Social Planning and Research Council (SPARC)** [www.sparc.bc.ca](http://www.sparc.bc.ca)

- research and social planning for building healthy communities, offers reports and books

## **Legal Resources**

### **B.C. Human Rights Coalition** [www.bchrcoalition.org](http://www.bchrcoalition.org)

- works to promote and strengthen human rights throughout B.C. and Canada
- regularly updated legal news as well as educational articles

### **LAWLINK** 1-866-577-2525

- limited advice from a lawyer over the phone.; income tested; this is a free service.

### **Lawyer Referral Service** 1-800-663-1919

- a one-time 30 minute consultation with a lawyer for \$10.00.

### **Legal Services Society** [www.lss.bc.ca](http://www.lss.bc.ca), 604-408-2172 (lower mainland) or 1-800-577-2525 (rest of BC)

- information about legal aid in B.C., legal information, family law site and links to other sites about law in B.C., legal education materials



# Sample Promotional Materials

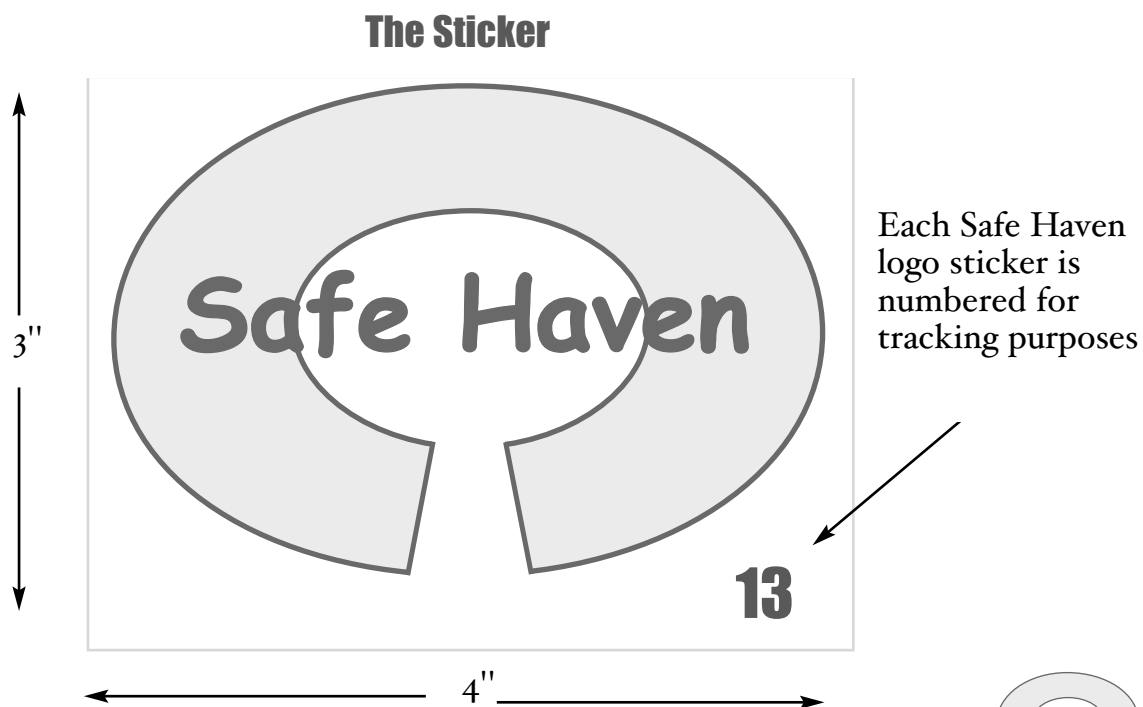
A Safe Haven site is easily identified by the logo, which consists of a yellow arc outlined in purple with the words “Safe Haven” running through the centre. In order to maintain continuity and to promote recognition, it is important that the logo appear the same in all Safe Haven printed materials. It should be 7.5 cm high x 10 cm wide (3 x 4 inches), or proportionally larger. The colours used are: yellow–Pantone 106 CV and purple–Pantone 682 CV.

## Ways to acquire a copy of the logo

- Take this manual to a graphic designer and ask them to draw it for you. This can be accomplished with most publishing software, including QuarkXpress, Publisher, Photoshop, In Design and Illustrator.
- Scan the logo on the front cover at the highest resolution possible to allow you to increase the print size if you decide to print posters. If you have a drawing program such as Adobe Illustrator, you can trace the scan using the colours described above. An Illustrator image is easy to enlarge or shrink without losing quality.
- Use a colour photocopier to reproduce the logo on the front cover of this manual. Copy as needed.
- Trace and colour (carefully) by hand.

## Printing the stickers

Once you have a copy of the logo, take it to a print house and ask for a numbered adhesive sticker with a white background that can be applied to the inside of a window with the logo facing out. This is so the sticker can't be damaged by weather or removed by passers-by.



# A Hand-Out

This information handout can be reproduced in the same manner as the logo. It should go on 2-sided cardstock, 9 x 21.5 cm (3.5 x 8 inches). Note: This sample is specific to Kaslo and is shown as an example.



**Take Action: When we create safe communities for women, we create safer communities for all.**

If you feel threatened and you need to make a confidential call, look for a Safe Haven.

A Safe Haven is a business or public place where you can use the phone and wait for help.

If you need to call the Crisis Line, a transition house, the police, the hospital, or a friend, Safe Havens have a list of numbers.

Safe Havens offer assistance to women who are fleeing violence, abuse, intimidation or humiliation, but they are available to anyone who is being followed, threatened, or feels unsafe.

**Safe Haven  
look for the logo on the door**

Front: 3.5" x 8.5"

## Look for these **Safe Havens** in Kaslo and surrounding area:

- Meadow Creek Hall
- Mystic Convenience Store
- Your Arts Desire
- Dr. Olsen's office
- Sunnyside Naturals
- Mohawk Station
- Figments
- The Kaslo Pump (Esso)
- Kaslo Building Supplies
- Meteor Pizza
- Kaslo Government Agent
- Woodbury Resort
- Coral's Reef (Woodbury)

\* Safe Havens are accessible only during the location's normal business hours. If you need help at other times, call the police.

**Safe Haven is a project of the West Kootenay Women's Council and North Kootenay Lake Community Services with funding from the National Crime Prevention Council. For more information, please call 353-7691.**

Printed by Heritage Printing/ StreetFront Graphics

Back: 3.5" x 8.5"



# Sample Staff Training Hand-out

The owner/manager of this location has agreed to be part of the Safe Haven network in this community. The purpose of this handout is to familiarize staff with the program and to explain what may be expected of them.

Safe Havens are places where women who are at risk of violence in its many forms (threats, bullying, and actual physical abuse) can go to make a confidential phone call for assistance, and to wait until help arrives. A Safe Haven location is not a shelter. They can offer this service only during their normal business hours.

The Safe Haven program functions in much the same way as Block Parents, by displaying an easily recognizable image at participating locations. Safe Havens are identified by a distinctive logo, a warm yellow arc that suggests an open hug. In addition to identifying participating locations, this logo makes a public statement: Violence is not tolerated here.

## Why do we need Safe Havens?

Women in abusive relationships often feel controlled and isolated by their partners and find it difficult to access community support services. In Canada, 29% of women have been physically or sexually assaulted by their partners. (Statistics Canada, Family Violence in Canada (Ottawa: Minister of Industry, 1999))

Violence against women in relationships is much more prevalent than random violence, but as it tends to happen behind closed doors, many people are not aware of it. Often there are no witnesses, except, perhaps, children.

Rural women, on average, remain in abusive relationships 5-7 years longer than do women in urban areas, largely because of the difficulties associated with accessing assistance programs. (K. McLaughlin and S. Church, Cultivating Courage: Needs and Concerns of Rural Women Who are Abused by their Partners, 1992)

Safe Havens provide a non-threatening point of entry into a larger network of services for women.

## What to do when a woman comes for help

When a woman is in danger it is important that she be able to make a phone call in private. She may elect to call the police, a women's service group, a transition house or a friend. Confidentiality is of the utmost importance. With this in mind:

- If there appears to be a possibility of imminent danger, call the police yourself.
- Direct the woman to a private telephone away from public view, and preferably in a room with a door and access to a rear exit.
- Many women have no idea who to call. Give her the Family Community Resource List.



# Sample Staff Training Hand-out Cont.

- Make sure she has your address and phone number so she can give directions to whoever is coming to get her. Let her know if there's a back entrance where someone can pick her up.
- If she is phoning a friend, ask for the friend's name and explain that when they arrive to pick her up they should give their own name, and not that of the woman they are coming to get.
- Do not disclose the whereabouts of a woman who requests the assistance of the Safe Haven program to anyone, unless that person is a police officer or a clearly identified Safe Haven representative. Always ask for and keep a record of their identification.
- If a woman wants to talk to you, listen respectfully. Do not judge or blame her. Offer sympathy, but don't tell her what you think she should do. Assure her that anything she tells you will remain confidential.

## Follow-up

When the woman has left, complete an incident report and fax or mail it to your host agency to allow them to track the frequency and types of visits that occur under the Safe Haven program.

## "What if" Scenarios

- Someone sees the Safe Haven logo and asks to use the phone for a non-emergency? If you would normally extend that courtesy, go ahead, but you are not expected to as part of the program.
- Someone starts coming to your location and asking for the phone on a regular basis? They may appear distressed, but it becomes apparent that they are mostly seeking attention and the requests are becoming disruptive. Follow your business' usual policy or call the Safe Haven host agency or one of the community agencies on the list for advice.
- An aggressor follows the person seeking help into your location? Call the police immediately, whether the person stays or not. Practice caution and use calm, de-escalating words and actions.



# Sample Staff Training Hand-out

## Something to remember...

People who suffer from mental or physical disabilities may appear to be intoxicated or under the influence of drugs when they are not. People with head injuries, for example, may be incoherent or have problems with balance. Disabled people are often more vulnerable to abuse than the rest of the population. If such a person indicates they are at risk, call the support person they request or call the police.

## Safety Tips

- Immediately inform at least one other person that someone is requesting Safe Haven assistance. This may be a co-worker or someone from a neighbouring business.
- Never put yourself in a risky situation. Let the person use the phone only if you feel it is safe to do so.
- Pre-program your phones with emergency numbers.
- Initiate a plan for safety procedures in the event a perpetrator enters your location. Where is the best exit? How can help be summoned?
- Be sure to let your neighbours know you are a Safe Haven. Explain what it means and ask them to be available as part of your safety plan if that is feasible.
- If at any time you feel at risk, do not hesitate to call the police.

## Thank you!

By participating in the Safe Haven program and displaying its logo at your workplace, you are letting women at risk know they are important members of the community and that their safety is important to you. You are also advertising clearly that you are opposed to violence in general. While it is entirely possible you will never be required to provide Safe Haven assistance to anyone, you've already made a difference by showing you care and taking a stand.



# Sample Safe Haven Incident Report

Please complete each time someone asks to use your telephone under the Safe Haven mandate. This helps us to know how the program is being used in the community and what kind of support participating businesses need. Please mail or fax the completed incident report to your Safe Haven host agency, or call for pick up.

Save Haven Name:

Address:

Phone #:

Fax #:

1. Telephone use requested on \_\_\_\_\_ (day/month/year) at \_\_\_\_\_(time)
2. Reason given (without breaching confidentiality\*):
3. Person was: a) adult female \_\_\_\_ b) adult male \_\_\_\_ c) child under 12 \_\_\_\_ d) youth \_\_\_\_\_
4. Request was to call: a) police \_\_\_\_ b) friend or relative \_\_\_\_ c) ambulance or hospital \_\_\_\_\_  
d) transition house \_\_\_\_ e) other \_\_\_\_\_
5. Resource information given: Yes \_\_\_\_ No \_\_\_\_ Not required \_\_\_\_\_
6. Follow-up required: Yes \_\_\_\_ No \_\_\_\_\_  
If yes, please let us know what would be helpful.

\*Note: Do not keep or forward any personal information unless the person clearly gives you permission to refer her/him.



# Community Resource List

Emergency Services	Phone Numbers
<b>Police</b> .....	→
<b>Hospital</b> .....	→
<b>Crisis Line</b> .....	→
<b>Children's Help Line</b> .....	→
<b>Transition House</b> .....	→
<b>Victim Link</b> .....	→
<b>Victim Services</b> .....	→
<b>Emergency Mental Health</b> .....	→
<b>Non-Emergency Services</b>	
<b>Counseling Services</b> .....	→
<b>Financial Assistance</b> .....	→
<b>Food Bank</b> .....	→
<b>Immigrant/ Refugee Organizations</b> .....	→
<b>Aboriginal Organizations</b> .....	→
<b>Support Groups</b> .....	→
<b>Seniors' Services</b> .....	→
.....	→
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.....	→
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.....	→



# The Power and Control Wheel



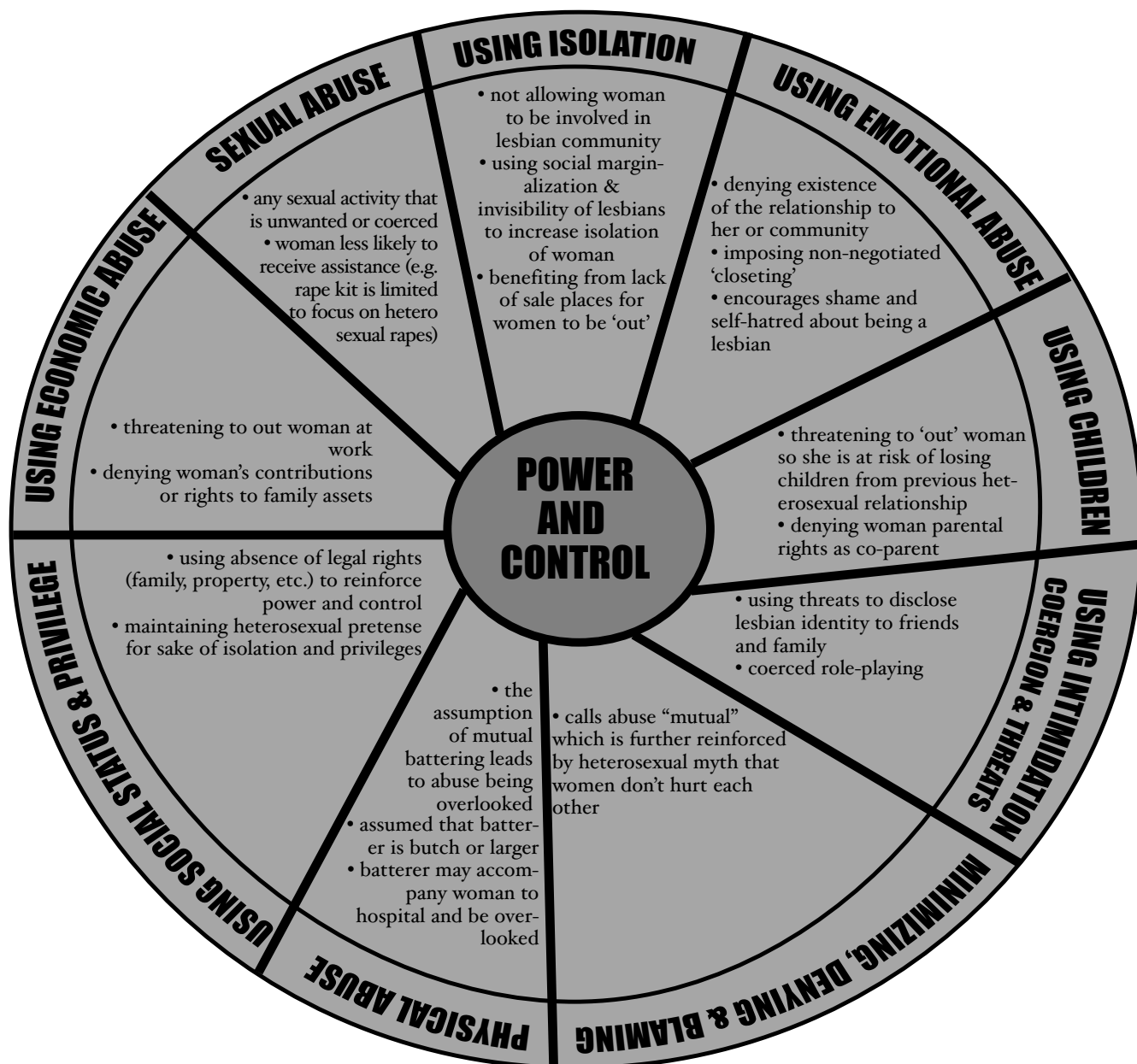
Taken from the Domestic Abuse Intervention Project, Duluth MN

# The Abuse of Children Wheel



Taken from the Domestic Abuse Intervention Project, Duluth MN

# Lesbian Battering-Double Jeopardy



Based on work of  
Domestic Abuse Intervention Project,  
Duluth, USA  
Developed by:  
London Battered Women's Advocacy Centre  
London, Ontario, Canada

# The Impact of Family Violence

## **VIOLENCE**

### **Impact on victim and family members**

emotional pain and fear; physical injury  
misuse of prescription drugs; misuse of alcohol  
depression; sleep loss

### **Impact on child at school**

poor attendance; difficulty concentrating  
exhaustion; acting out

### **Impact in the workplace**

absenteeism; poor job performance  
difficulty concentrating; exhaustion  
safety concerns/injuries; alcohol/drug abuse

### **Impact in the community**

police intervention  
family breakdown  
dysfunctional adults and children  
involvement of welfare, health, and counselling services  
cycle of abuse continues in people's lives

# Evaluation of this Manual

We would like to hear about your experience and in what ways the manual was useful.  
Please return the completed form to:

The Advocacy Centre

501 Front Street

Nelson, BC V1L 4B4

phone: (250) 352-5777 or fax: (250) 352-5723

Email: [advocacycentre@telus.net](mailto:advocacycentre@telus.net)

1. Please comment on the material in general.
  
  
  
  
  
  
  
  
  
  
2. What did you find MOST helpful about this manual?
  
  
  
  
  
  
  
  
  
  
3. What suggestions do you have for changes?
  
  
  
  
  
  
  
  
  
  
4. If you established Safe Havens in your community please tell us your story.
  
  
  
  
  
  
  
  
  
  
5. Can we post your community and contact information on our website?  
Name (print) \_\_\_\_\_  
Address \_\_\_\_\_  
Signature \_\_\_\_\_ Position \_\_\_\_\_ Date \_\_\_\_\_
  
  
6. Any further comments?

Thank you very much for taking the time to complete this evaluation.

