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CITY OF KELOWNA

**MEMORANDUM**

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**Date:** October 1, 2007

**File No.:**

**To:** City Manager

**From:** Advisory Committee on Community and Women's Issues

**Subject:** Domestic Violence Recommendations

Report Prepared by: *Kirsten Jones, Staff Liaison*

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**RECOMMENDATION:**

THAT Council receive the report "Building A Safe Community" from the Advisory Committee on Community and Women's Issues as attached to this October 1, 2007 report to Council;

AND THAT Council forward Recommendation #1 of the Committee's report to Bill McKinnon, Superintendent of the RCMP, Kelowna Detachment, to be included in the 2008 budget discussions;

AND THAT Council forward Recommendation #2 of the Committee's report to the Social Planning and Housing Committee for consideration;

AND THAT Council endorse the work of the Committee in pursuing a coordinated centralization of services, as outlined in Recommendation #3 of the Committee's report;

AND THAT Council appoint Councillor Carol Gran as a representative on the Kelowna Violence Against Women in Relationships Committee;

AND THAT Council forward the matter of providing \$7,500 to the Committee for the facilitation of a community workshop to the 2008 budget discussions;

**BACKGROUND:**

On April 27, 2007 the City of Kelowna Advisory Committee on Community and Women's Issues hosted a one day workshop with Invitations to organizations, social services, residents associations, RCMP, the school district, Interior Health and Church groups. There were approximately 75 in attendance representing the below mentioned stakeholder groups.

The recommendations from the Advisory Committee on Community and Women's Issues were formed from the suggestions made through the workshop and focus group sessions held in conjunction with the Kelowna Women's Resource Centre.

This report is to bring forward the recommendations of the Advisory Committee on Community and Women's Issues for Council's consideration and to authorize staff to proceed with implementation of all recommendations that are approved by Council.

In addition, the Committee is encouraged by the scope of discussion that resulted from the 2007 forum, and is requesting that Council consider funding a similar event or events in 2008 on other topics within the Committee's mandate as part of its budget deliberations. The Committee is requesting an amount of \$7,500.00 for this purpose.

**EXTERNAL AGENCY/PUBLIC COMMENTS:**

The external agencies involved, as a result of a community forum held with representatives of various organizations, are listed in the attached report.

**EXISTING POLICY:**

The Terms of Reference of the Advisory Committee on Community and Women's Issues includes the mandate to provide information and insight on creating a safer, healthier and more equitable Kelowna, particularly encouraging women's viewpoints on a range of issues that may impact quality of life in these areas.

**FINANCIAL/BUDGETARY CONSIDERATIONS:**

Two financial requests are included in this report to Council, to be forwarded to 2008 budget discussions.

**PERSONNEL IMPLICATIONS:**

Subject to the 2008 budget discussions, the recommendations in this report include the request for an additional staff member with the RCMP to facilitate a specialized coordinated follow-up service to victims of domestic violence.

**INTERNAL CIRCULATION TO: N/A**

**LEGAL/STATUTORY AUTHORITY: N/A**

**ALTERNATE RECOMMENDATION: N/A**

**LEGAL/STATUTORY PROCEDURAL REQUIREMENTS: N/A**

**TECHNICAL REQUIREMENTS: N/A**

Submitted by:

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*[C. Gran - Committee Member]*

Approved for Inclusion:



*[the department director initials here]*



**CITY OF KELOWNA**

Advisory Committee on Community and Women's Issues

***Building a Safe Community***

Findings from the Community Stakeholder forum on  
Violence against Family and Women  
Kelowna, B.C.  
27 April 2007

## Executive Summary

On April 27, 2007 the City of Kelowna Advisory Committee on Community and Women's Issues hosted a one day workshop with Invitations to organizations, social services, residents associations, RCMP, the school district, Interior Health and Church groups. There were approximately 75 in attendance representing the above mentioned stakeholder groups.

The recommendations from the Advisory Committee on Community and Women's Issues were formed from the suggestions made through the workshop and focus group sessions held in conjunction with the Kelowna Women's Resource Centre.

### The recommendations are as follows:

1. **THAT** Council support the creation of a **Domestic Violence Response Team** in the Kelowna RCMP Detachment
  - to provide a specialize coordinated follow-up service to victims of domestic violence between the RCMP and Social Services
  - to ensure consistent and appropriate police response to domestic violence in accordance with the Ministry of Attorney General Policy on Violence Against Women in Relationships
  - Budget item \$116,000 for RCMP officer however could cost less if this was a regional initiative.
  - RCMP will make a presentation to Council on this issue.
2. **THAT** Council continues to support **Continuum of Housing Support** (*Affordable Housing*) and that Council endorse a partnership with the two Senior Levels of Government to provide this housing in our community.
  - allows the families to leave, creates options, removes barriers
  - housing not more than 30% of their income
  - intergraded housing/ diversified neighbourhoods
    - TO has transitional housing process – shelter, interim housing with job- rent set for two years, then long term
  - Safe affordable housing and income creates a foundation on which families can lead healthy productive lives and become contributing members of society
3. **THAT** Council advocate to senior levels of government to coordinate centralization of resources
  - concept of putting all services under one roof to share Resources, which could include Second Stage Housing and a childcare Facility as well
  - City to support this not to drive it
    - Non profits to take a lead role in this by applying to Senior governments for funding. Only cost would be the building, operating funds are currently allocated to each organization, would allow them to operate more efficiently and have the same result the RCMP target Team will have.
    - Funds to do the planning could come from United Way with the non profits making a joint application
  - VAWR - Kelowna Violence Against Women in Relationships Committee – Councillor Gran to possibly be a rep on this committee

**FINANCIAL/BUDGETARY CONSIDERATIONS:**

- THAT Council approve \$7500.00 to hold public events in 2008
- THAT Council consider a budget item of \$116,000 for an RCMP officer to be designated to a Domestic Violence Response Team

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## FORUM REPRESENTATIVE ORGANIZATIONS

Building Healthy Families Society  
CATCH  
Crossroads Treatment Centre  
Elizabeth Fry Society Agency Coordinator  
Evangel Church  
Friends and Residents of the Abbott Street Heritage Conservation Area Society First United Church  
Intercultural Society  
John Howard Society  
Kelowna Alcohol & Drug Services  
Kelowna Community Resources  
Kelowna Family Centre  
Kelowna Food Bank  
Kelowna Full Gospel Church  
Kelowna General Hospital  
Kelowna Immigrant Society  
Kelowna Women's Shelter  
Kelowna Women Resource  
Ki-Low-Na Friendship Society  
Ministry of Children & Family Development  
New Opportunities for Women (NOW)  
Okanagan Boys and Girls Clubs  
Okanagan Families Society  
Okanagan Métis Children and Family Services  
RCMP  
RCMP Crime Prevention  
RDCO Police-Based Victim-Witness Services  
Restoration Counselling Services  
Rutland Residents Assoc  
School District 23 Social Justice  
School District 23  
School District 23 Student Council Representatives  
SD 23 Aboriginal Education Committee  
Society of Hope  
Tigress Ventures  
Victory Life Fellowship

\* Organizational profiles attached as **Annex A**

## **WHAT WE WANT TO GET FROM TODAY?**

- Community Action Plan
- Establish Connections – Service Field
- Concrete Solutions
- Awareness
- Education
- Collaborate
- Increase recognition – impact on children
- Formulate Sustainable ideas
- How to get involved
- To have a voice
- More resources
- Safe housing



## CURRENT REALITY LIST

The following list includes what is improved, effective, working as services for the issue. The right hand column represents potential areas of improvement (items marked with '\*'s are high priority.) Items followed by (#) indicated the number of groups that listed this item.

WORKING	AREAS OF IMPROVEMENT
▪ Caring community – people want to help	▪ **Education/Programs for men, young boys, and youths (2)
▪ Domestic violence/Emergency Response Systems – Alarm program works well – RCMP/ADT/community/Trojan Securities	▪ **We need more affordable housing. *Affordable housing easier access to systems/help./Not enough affordable housing: second stage, long-term. Safe housing (4)
▪ Women's Advisory Committee	▪ **Access to family support – wait lists for mental health services
▪ Community Awareness	▪ **Early intervention to At Risk Persons
▪ Counselling SVSS	▪ **Application of Best Practice Guidelines for mothers in violent
▪ Women's Shelter	▪ **Awareness – higher profile for service providers. **Building on Awareness of current resources (consistent increase funding) (2) education
▪ NAPA – corporate partners	▪ **Prevention of males from becoming perp (role model example)
▪ Innovative campaigns for awareness	▪ **Education within IHA. **Education/follow-up. More education in schools More education from perspective of victims (4)education
▪ 1-800 Victim Link	▪ **DVRT – Domestic Violence Response Team
▪ Collaboration and consensus to better solutions	▪ **Attitudes/biases/prejudgements
▪ More reporting	▪ **Address at risk barriers (addicted women)
▪ Police training	▪ **Economic, gender, legal, emotional/psychological barriers. **Cultural & linguistic – barriers to services need to be

WORKING	AREAS OF IMPROVEMENT
	addressed and removed (2)
<ul style="list-style-type: none"> <li>Violence Against Women in Relationships Committee</li> </ul>	<ul style="list-style-type: none"> <li><b>**Coordination of all programs</b></li> </ul>
<ul style="list-style-type: none"> <li>Attempt to create connections for services</li> </ul>	<ul style="list-style-type: none"> <li>*More education &amp; awareness in school system/community (2)</li> </ul>
<ul style="list-style-type: none"> <li>Community action</li> </ul>	<ul style="list-style-type: none"> <li>*Family Needs – inclusion/children impacted for life</li> </ul>
<ul style="list-style-type: none"> <li>Coordinated approach</li> </ul>	<ul style="list-style-type: none"> <li>*Not enough visibility of services</li> </ul>
<ul style="list-style-type: none"> <li>Services exist to help and are working</li> </ul>	<ul style="list-style-type: none"> <li>*Youth detox centers needed. More beds for detox (2)</li> </ul>
<ul style="list-style-type: none"> <li>BC Services acknowledged and working – people asking for help</li> </ul>	<ul style="list-style-type: none"> <li>*Recreation affordable for youths/kids.</li> </ul>
<ul style="list-style-type: none"> <li>Sharing of resources between agencies</li> </ul>	<ul style="list-style-type: none"> <li>*Ongoing social marketing and attention to family violence issues</li> </ul>
<ul style="list-style-type: none"> <li>Getting more housing (affordable housing)</li> </ul>	<ul style="list-style-type: none"> <li>*Sustainability is a major challenge for programs</li> </ul>
<ul style="list-style-type: none"> <li>RCMP training – the people caring</li> </ul>	<ul style="list-style-type: none"> <li>*Prevention is low priority with funders</li> </ul>
<ul style="list-style-type: none"> <li>Committed people</li> </ul>	<ul style="list-style-type: none"> <li>*More accessible and better funded outreach/advocacy and coordination.</li> </ul>
<ul style="list-style-type: none"> <li>More collaboration</li> </ul>	<ul style="list-style-type: none"> <li>*City needed to promote the services we have already</li> </ul>
<ul style="list-style-type: none"> <li>Media awareness</li> </ul>	<ul style="list-style-type: none"> <li>*Not enough education, not enough work to make it – family &amp; community issue (not just a women's issue)</li> </ul>
<ul style="list-style-type: none"> <li>Victim Services</li> </ul>	<ul style="list-style-type: none"> <li>Legal SVSS – easier access</li> </ul>
<ul style="list-style-type: none"> <li>Street survival guide</li> </ul>	<ul style="list-style-type: none"> <li>Not knowing resources exist</li> </ul>
<ul style="list-style-type: none"> <li>Women shelter and resources</li> </ul>	<ul style="list-style-type: none"> <li>More acceptance towards everyone needing to work together for solutions – government, corporate, agencies</li> </ul>
<ul style="list-style-type: none"> <li>Desire/motivation</li> </ul>	<ul style="list-style-type: none"> <li>Backlog in demand for services</li> </ul>

WORKING	AREAS OF IMPROVEMENT
<ul style="list-style-type: none"> <li>Increased community awareness</li> </ul>	<ul style="list-style-type: none"> <li>Systemic barriers (cultural, language, etc.) – enforcement of orders, criminal vs. civil</li> </ul>
<ul style="list-style-type: none"> <li>Partnerships/collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Prevention programs – emotional – need improvement</li> </ul>
<ul style="list-style-type: none"> <li>School District providing education and awareness</li> </ul>	<ul style="list-style-type: none"> <li>Access to funding – family help. \$ for childcare for counselling sessions (2)</li> </ul>
<ul style="list-style-type: none"> <li>Policies &amp; legislation</li> </ul>	<ul style="list-style-type: none"> <li>Resources are tapped</li> </ul>
<ul style="list-style-type: none"> <li>RCMP/police response to domestic violence</li> </ul>	<ul style="list-style-type: none"> <li>Specialized violence targeting department at RCMP detachment</li> </ul>
<ul style="list-style-type: none"> <li>DVERS</li> </ul>	<ul style="list-style-type: none"> <li>Lack of understanding of costs back to established systems</li> </ul>
<ul style="list-style-type: none"> <li>VAWIR Committee</li> </ul>	<ul style="list-style-type: none"> <li>Approach to community solutions needs to be improved</li> </ul>
<ul style="list-style-type: none"> <li>Services in the community</li> </ul>	<ul style="list-style-type: none"> <li>General counselling services for victims and offenders</li> </ul>
<ul style="list-style-type: none"> <li>Legal services available</li> </ul>	<ul style="list-style-type: none"> <li>GAPS in resources</li> </ul>
<ul style="list-style-type: none"> <li>#'s accessing service – through exposure</li> </ul>	<ul style="list-style-type: none"> <li>Domestic violence courts</li> </ul>
<ul style="list-style-type: none"> <li>Direct referrals from RCMP &amp; Crown</li> </ul>	<ul style="list-style-type: none"> <li>Lack of continuity of judges hearing a case</li> </ul>
<ul style="list-style-type: none"> <li>Response to child sexual abuse &amp; assaults</li> </ul>	<ul style="list-style-type: none"> <li>Cut backs – Men's Anti-Violence gone (John Howard)</li> </ul>
<ul style="list-style-type: none"> <li>More info and data that is being collected</li> </ul>	<ul style="list-style-type: none"> <li>Legal fees</li> </ul>
<ul style="list-style-type: none"> <li>Inter-agency and community referrals are increasing</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge interconnections</li> </ul>
<ul style="list-style-type: none"> <li>Municipal government take on a greater role</li> </ul>	<ul style="list-style-type: none"> <li>Media messages</li> </ul>
<ul style="list-style-type: none"> <li>Coordination on a provincial level</li> </ul>	<ul style="list-style-type: none"> <li>Video games</li> </ul>
<ul style="list-style-type: none"> <li>Increased awareness of issue – B.H.F. → Shop program for men/women –</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced legal aid</li> </ul>

WORKING	AREAS OF IMPROVEMENT
initiative taken by City	
<ul style="list-style-type: none"> <li>▪ VAWIR CMT → Community co-ordination (e.g. K.F.C. &amp; Q's shelter) → mothering after abuse group</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legal aid and related family law services for abused women</li> </ul>
<ul style="list-style-type: none"> <li>▪ Combination of experience and fresh passion</li> </ul>	<ul style="list-style-type: none"> <li>▪ Full functioning sexual assault centre</li> </ul>
<ul style="list-style-type: none"> <li>▪ Opportunities → networking</li> </ul>	<ul style="list-style-type: none"> <li>▪ Promotion of economic security and well being for women</li> </ul>
<ul style="list-style-type: none"> <li>▪ Increased involvement and responsibility by men in community (NAPA &amp; women's shelter)</li> </ul>	<ul style="list-style-type: none"> <li>▪ More \$</li> </ul>
<ul style="list-style-type: none"> <li>▪ Increased media support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training for Crown on dynamics</li> </ul>
<ul style="list-style-type: none"> <li>▪ Women's Shelter Thrift Store</li> </ul>	<ul style="list-style-type: none"> <li>▪ Crown unit development to deal with family and sexual violence</li> </ul>
<ul style="list-style-type: none"> <li>▪ More proactive practice towards marginalized women</li> </ul>	<ul style="list-style-type: none"> <li>▪ Free promotional advertising from media to agencies. Free exposure (2)</li> </ul>
<ul style="list-style-type: none"> <li>▪ Inroads into indo-Canadian community</li> </ul>	<ul style="list-style-type: none"> <li>▪ Voluntary treatment services for <u>men</u> (appropriate). Not enough services for men (emergency housing ) (2)</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Compensation for victims for missed work (due to time spent in court)</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Relationship involved in MCFD</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Bus passes needed to access services</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Non-profits should be seen as a health resource – better pay, better funding</li> </ul>

## PREVENTION

- \*\*Myth-busting and debunking stereotypes
- \*\*Inequality of women → improve equality for women → this reduces violence:
  - Violence is not a behaviour – need to change
  - Belief systems and attitudes (e.g. male entitlement)
- \*\*Improve equality ideas (local action):
  - Access of women to mortgages and other housing options
  - Pay equity
  - Stand up to sexist jokes
  - Support local Women centres
  - Childcare so women can go to school, work, counselling
  - Improve access of women to loans
- \*\*Address generational abuse to break the cycle
- \*\*Testimonials – experiential learning
- \*Education:
  - schools
  - community
- \*Establishing meaningful partnerships:
  - agency to agency
  - individual to agency
  - intra community
- \*Lobbying Government for funding to provide preventative services/programs
- \*School District involvement & core curriculum → family life → looking at attitudes when very young:
  - working with PHN's and prenatal (e.g. kids count)
  - stop asking “why doesn't she leave?”
  - working with churches to educate them about violence
- Meaningful, ongoing counselling support
- Examine gender socialization among boys & girls
- Address underlying social attitudes
- Address root issues of gender & equality
- Developing positive identities/role models
- Better connection between people “community”
- Public education and awareness program
- Social marketing plan
- Skill Development:
  - conflict resolution
  - cycle of violence (ring - honeymoon - hospitalization/death - tow - ring - etc.)
  - what happens in relationships
  - alcohol & drug program for families

## **FAMILY & COMMUNITY**

- \*\*Adequate income/ financial security to start after “separation”, “micro-credit”
- \*\*Guaranteed liveable income
- \*\*Agencies working together for example:
  - RCMP & Victims Services – protection / intervention / education
  - RCMP & Health professionals (e.g. psychiatric nurse) to determine needs
  - Public Health & social workers/counsellors
- \*\*Practical supports – to reduce stress on families:→ transportation \$:
  - support persons
  - accessible programs
  - Daycare
  - grandparent/family friend program
  - couples counselling
- \*\*Family Resource Guide
- \*Positive mentoring for “family” in isolation
- \*Agencies who assist in employment, skill development, educational upgrading available to all those interested in attending.
- \*Supportive/Flexible Employers:
  - allow time for education, court, counselling, doctor's visits
- \*Family/Community Events:
  - Recreation
  - Accessible
  - Inclusive
- \*“Be the Change You Seek” – show you care, be compassionate
- Solutions – Family Needs (Focus on requirements of child/family health on a macro-level)
- Encourage block parties
- Community Activities (Neighbourhood)
- Provide Kelowna Community Resources (KCR) with the information for referrals and resources available

## HOUSING

- \*\*More affordable housing:
  - home ownership / co-op housing
  - #'s of units
  - definition
  - increase income threshold
- \*\*Partnership:
  - Health / Social Services / Business
  - Toronto Model (transitional) – from Women's Shelter to housing with rent control for two years
  - Business creates and guarantees jobs
- \*\*Require affordable suites for every new development (e.g. Kamloops)
- \*Rental controls
  - with every level of government working in partnership
- \*Need for emergency housing for men so they can leave or be removed (following domestic assault/conflict when no charges) always more need for women and kids
- \*Supports to women to obtain mortgage
  - owned housing increases community and family stability
- \*Mixed communities instead of segregated – building community with housing (e.g. food, social, community centres)
- \*Recovery houses → connected to sponsor group
- \*Shared housing / co-operatives
- \*Legalize suites (5 unrelated adults not children – allows families to share housing)  
→ change / write new legislation
- \* Strong political backing / leadership
  - community backing politicians
- \*Higher Density city wide
- Creative mix housing so don't "ghettoize" affordable housing
- Builders to set aside specific %
- Women's credit unions for mortgages and business
- Critical issues for older people as well as women and children
- Child Tax Credit ends when child is 18, but parental responsibility extends to at least 19.
- Safe and affordable
- Educating community
  - address "not in my backyard" attitude
- IKEA pre-fabricated units
- Make rezoning less expensive for non-market housing
- Legalize suites
- Rent controls

## EFFECTIVE SUPPORTS

- \*\*RCMP violence targeting department team
- \*\*Streamlining processes:
  - mapping
  - identify gaps
- \*\*Client follow up
- \*\*Central Information 24/7 service like KCR.
  - 24 hr help line → gateway organization
- \*\*Promotion of services/supports available
- \*\*Visibility - \$\$ for ongoing advertising
- \*\*211 System for Kelowna:
  - where do I get help
  - lobby for this service
  - capacity issues
- \*Sustainability of programs / services – not volunteer reliant (continuum)
  - recognition of literacy and ESL issues and access to services
- \*Aware of needs of clients (people who need help)
- \*Addressing mandates
- \*Focus on needs rather than organizations
- \*Collective response to Provincial and Federal governments
- \*Establishing long-term funding
- \*Clear vision by the community in order to support the non-profit workers (“we” not “you”!) – shared responsibility
- Collaboration between agencies
- Protocol development – requirements for services
- Coordinated approach and response of services (VAWIR committee exists, but not all stakeholders attend)
- Government accountability/responsibility
- Accountability to clients/funders/community
- Education Awareness, prevention, telling stories, reality check
- Corporate understanding and support – buy into help development in their community
- Affects business and employees
- Corporate citizens need to get involved
- Better access to up to date information



## EDUCATION

- \*\*Explore the myths of violence and abuse (demographics, types of abuse, definitions, psychological and physical effects). Definition of Violence:
  - Emotional abuse
  - Sexual abuse
  - Exposure to abuse (witness)
  - Physical assault
  - Consent (only yes means yes – sexual assault)
  - Primary aggressor
  - Stalking
- \*\*A community wide educational awareness program:
  - white ribbon campaign → men's involvement
  - mother's group between KFC's STU Program and Women's Shelter is an education and therapeutic programs address attachment ruptures
  - Targeted
  - Involve media
- \*\*Education on:
  - Justice Process
  - Rights of Victims
  - Services Available
- \*\*Ongoing training for staff – identification/investigation/resources
- \*\*Educate politicians so they learn how their policies impact on these issues
- \*\*Educate businesses
- \*infant mental health
- \*Continued media coverage beyond Violence Prevention Week
- \*Parent/student/teacher interaction & communication
- \*Media backed by City – highlighting issue
- \*Utilize White Ribbon tool kits (corporate support like “we support...”) – get some
- \*City approach business community
- Workshops and multimedia in education
- inside/out → girls & boys → peer led education (almost “peer”)
- Preschool to elementary middle and high schools – gender differences (conflict resolution – alternative ways of resolving conflict non-violence)
- Smaller and more intimate meetings / classes = more effective (intervention, prevention, awareness)
- Expand DARE Program – NO (approach in a new way)
- Choose a prevention program to be implemented throughout S.D. #23
- More education = more funds
- Early intervention programs – self-esteem, healthy choices
- Radio spots – personal narrative
- Information through City and employers to change attitudes
- Ed: RE: Justice Process and Rights of Victims and responsibilities of perpetrator/accused
- Shared funding public/private partnership

## SYSTEMIC BARRIERS

- \*\*Consistent and non-discriminatory application of best practices and policies
- \*\*Attitudes about gender-based violence
- \*\*Better communication (horizontal) between government departments (no silos)
- \*\*Government representatives need to be reflective of reality: gender, race, etc.
- \*\*Policy based on best practices and research, involving the individuals the policy affects
- \*\*Policy disconnected practice \$ → streamlining processes
- \*\*Policy with action – NO LIP SERVICE
- \*\*Keeping abreast of current research
  - Flagging potential/past abusers – oversees brides
- \*Lack of funding
- \*Needs to be recognized as an issue by those with more “power” (e.g. governments, wealthy individuals)
- \*Everyone must “buy in” to their potential and responsibility to create change
- \*VAWIR Committee needs to be supported – financially, philosophically, practically (e.g. RCMP to attend as they are required to / e.g. City to fund a coordinator)
- \*Create congruence/synergy between systems (co-locate services)
- \*Integrate diversity within services – increase cultural awareness / understanding / sensitivity
- Job shadowing to create understanding of how barriers affect outcomes
- Wellness Program – focus on the present and moving forward not rehashing the past
- Acknowledge that experience is the past, change to present, focus and move on (so what therapy?)
- Working with MCFD social workers in training or in the field to educate them about the dilemma and reality of women, their kids, and abusive partners
- Process to ensure medical professionals (e.g. E.R. doctors) – recognize and respond appropriately to signs of abuse and patterns of injury over repeated contacts
- Accessible policy → look at models from City centers who also faced barriers
- Better training on existing policies.
- Need to be proactive instead of reactive. (2)