

**Report on a Community Review of  
LSS Publications on  
Violence Against Women in Relationships**

**Submitted to the Legal Services Society of B.C.**

**by Pat Feindel, M.A.**

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## Executive Summary

This report summarizes a 2008 community-based evaluation of several publications dealing with violence against women in relationships published by the Legal Services Society of BC and, in the case of one publication, co-published with the Ministry of Public Safety and Solicitor General of BC. The publications include:

1. *For Your Protection: Peace Bonds and Restraining Orders* (co-published with Solicitor-General)
2. *Speaking of Abuse*
3. *Speaking of Abuse for Aboriginal Women*
4. *Legal Information for Battered Women* fact sheets (commonly referred to as Battered Women's Fact Sheets):
  - 1 - If you are an immigrant sponsored by your husband
  - 2 - Taking legal action
  - 3 - Custody and access
  - 4 - Peace bonds, restraining orders, and no-contact orders
  - 5 - Can you stay in the family home on reserve?

This study set out to answer the following questions:

### Who uses the publications?

In general, this review found that advocates from a variety of community organizations and regions of the province value the publications under review very highly, and use them to support many kinds of activities, from giving assistance to individual clients to providing information and training in a range of community contexts.

However, a significant finding of this review was that familiarity with the publications is lower than one would expect, and advocates were least familiar with the Battered Women's Fact Sheets – an unfortunate finding, given that upon reviewing them, most respondents enthusiastically praised their potential usefulness, particularly if they were to be redesigned in a brochure format for easy display. In addition, even among advocates who reported familiarity with the publications, some were unfamiliar with the details of their content, as indicated by their identification of “missing information” on topics that are actually addressed in the publications.

### What format is most accessible and useful? Which publications do people use most?

Advocates prefer print material for giving information to clients, and a majority prefers shorter formats. However, they also see a valuable role for longer booklets with more detail or overview information. The publications most frequently given to clients were *For Your Protection* and *Speaking of Abuse*, though less familiarity with the Battered Women's Fact Sheets may account in part for the preference for these booklets. A significant number of community advocates use translated versions of the publications, though some were unaware of what languages were available. They viewed online resources as somewhat helpful to clients, but noted that many clients face multiple barriers to accessing online information. Advocates more often use online resources for their own reference.

Respondents also recommended a variety of other print formats, such as wallet cards, posters, and bookmarks that could be placed in public areas in order to reach those who might not otherwise access their services or the publications under review. They also suggested using public media (e.g. community papers) to disseminate information and build broader community awareness on violence in relationships.

Advocates were less unanimous regarding what kind of resource they would prefer for their own reference. While most use online resources, they value print resources highly. Two thirds preferred a single handbook or binder with all the information they need in one place, while one third prefer to have shorter documents on specific topics and organize/file them according to their own needs. Many appear to use the same materials that are designed for clients, in addition to a variety of other resources (listed in Appendices B and C).

### **What relevant audiences are not being reached?**

Respondents also made recommendations regarding target groups to consider in developing new materials, such as older women, youth, lesbian/gay/bisexual/transgender (LGBT) people, those with limited literacy skills, men, and people with disabilities.

They also suggested additional languages for translated versions of publications. The highest in demand were Korean, Arabic, Russian, Kurdish and Japanese.

### **What is the most appropriate breakdown of topic areas? What information is missing?**

These priority topic areas are well addressed by current publications –

- child custody and access,
- financial issues,
- protection orders, and
- criminal court process.

Nevertheless, two of these topic areas were highlighted in advocates' requests for additional information. Topics singled out for attention in revised or new materials included:

- criminal justice process
- child custody & access
- safety planning
- legal aid and legal representation
- immigration issues

### **What other resources are community advocates using?**

Community advocates draw upon a wide range of print and online resources in addition to the LSS materials. These are listed in Appendices B and C.

## Summary of Recommendations

### Top priorities based on community feedback

#### 1. Promotion and Distribution

- a. Increase efforts to publicize & promote available publications to community advocates (e.g. community outreach, personal contact, training events, community & multicultural media, etc.).
- b. Simplify ordering and re-ordering (e.g. automatic re-ordering system, ordering reminders). Include information about available translations, how to order, and online access on copies of all publications.
- c. Provide increased information & training to community advocates about content and use of publications.

#### 2. *Legal Information for Battered Women fact sheets* – Update and expand fact sheet series:

- a. Make recommended content changes and continue to produce **existing fact sheets**: Custody & access; If you are an immigrant; Peace bonds & protection orders; Legal Action; Family Home on Reserve
- b. Develop fact sheets on **priority topics** (info from *Speaking of Abuse*): Criminal court process; Financial issues; Safety planning/ planning for leaving a relationship; Legal aid and representation
- c. In developing generic fact sheets, incorporate information relevant to aboriginal clients (e.g. aboriginal resources, advocates, issues, etc.).
- d. Develop fact sheets for new **target audiences**: GLBT community; older women; youth; visual format for low literacy clients; men.
- e. Reformat print versions in **pamphlet format**.
- f. Revise fact sheet series **title** (“Legal Information for Battered Women”) – suggested terminology – abuse or violence against women in relationships.

#### 3. *For Your Protection* – Continue this publication, with suggested revisions.

#### 4. **Alternative formats** – consider providing some information in alternative formats, such as wallet cards (e.g. safety tips), and formats targeted to specific audiences (e.g. low literacy, visually impaired).

#### 5. **Gender sensitivity** – Continue to use gender specific terms in publications on relationship violence and include a rationale for why.

### **Summary of other recommendations:**

#### ***Speaking of Abuse:***

1. Continue publication of *Speaking of Abuse* as an overview of issues faced by women being abused in relationships, updated to address content issues identified in this report (lower priority).
2. Continue to provide translated versions, and develop a proactive method of keeping advocates apprised of available translations.
3. Update cover image to convey women and children together, in mutual support.

#### ***Speaking of Abuse for Aboriginal Women:***

1. Consider whether a separate aboriginal version of *Speaking of Abuse* is required, or whether fact sheets addressing aboriginal issues would be feasible (financial issues, family home on reserve).
2. If this publication is continued, consider content additions above and provide a more updated cover image reflecting a diversity of aboriginal women and children.

#### **Publication Formats:**

1. Continue to offer print information for clients, in addition to online documents.
2. Offer publications in formats that are appropriate for the medium of distribution – i.e. print documents in pamphlet size, online documents in standard document sizes for easy printing.
3. Consider alternative formats for clients with low literacy – e.g. providing DVD, cartoon format, or visually based plain language material similar to *Westcoast Reader* special edition on violence in relationships.
4. Consider creative alternative formats for getting information to clients – media, public awareness posters, notices in public locations, wallet cards, lipstick holders, etc.

#### **Publication Length:**

1. Provide short brochure-style information pamphlets on specific topics for clients (see Top Priorities – Fact sheet series – above.)
2. Explore possibilities of updating *Family Law Resource Manual* as a comprehensive advocate resource.

#### **Translations:**

1. Continue to provide publications in translation.
2. Increase community awareness about the availability of translated materials – through advocate training, outreach to multicultural organizations, and media. (See Top Priorities - Promotion and Distribution above).
3. Further research is required to determine greatest language demand for new translations.

## Introduction

### *Purpose of the review*

This report summarizes a 2008 community-based evaluation of several publications dealing with violence against women in relationships published by the Legal Services Society of BC and, in the case of one publication, co-published with the Ministry of Public Safety and Solicitor General of BC. Though these publications have been updated and reprinted several times since their initial publication in the 1980s, LSS has not for some time sought broad input about their content, format and usefulness from those who use them. This review sought feedback from legal and community advocates who work with clients who have experienced abuse or violence in a relationship. It focused on soliciting feedback from intermediaries rather than directly from clients.

The publications include:

1. *For Your Protection: Peace Bonds and Restraining Orders* (co-published with Solicitor-General)
2. *Speaking of Abuse*
3. *Speaking of Abuse for Aboriginal Women*
4. *Legal Information for Battered Women* fact sheets (commonly referred to as Battered Women's Fact Sheets):
  - 1 - If you are an immigrant sponsored by your husband
  - 2 - Taking legal action
  - 3 - Custody and access
  - 4 - Peace bonds, restraining orders, and no-contact orders
  - 5 - Can you stay in the family home on reserve?

The review aimed to answer the following questions:

- Who uses the publications?
- Which publications do people use most?
- What format is most accessible and useful?
- What is the most appropriate breakdown of topic areas?
- What information is missing?
- What relevant audiences are not being reached?
- What other resources are community advocates using?

### *Data Gathering Methods*

Feedback was gathered by means of a broadly distributed online survey and a small number of in-depth interviews.

### **Survey**

A survey of 21 questions (see Appendix D) was distributed to legal services staff and community advocates through LSS email networks, and to selected victim assistance staff within the Ministry of Solicitor-General email system. A total of 230 respondents filled out at least part of the survey, with 168 fully completing it. Responses came from a wide range of locations in B.C.,

with all regions well represented (Vancouver Island, Lower Mainland, Interior, Southern Interior, Cariboo-Chilcotin, North Coast, Northern Interior, etc.).

Respondents represented the following occupations (survey question 1):

- advocates and community workers (77 - 34.2%)
- counselors/social workers (60 - 26.7%)
- victim service workers (58 – 25.8%)
- information providers (39 - 17.3%)
- LSS staff (34 – 15.1%)
- transition house workers (29 – 12.9%)
- and a small number of volunteers (11), LSS lawyers (5), and paralegals (5).

(Total number of responses to question – 225.)

Respondents were from organizations offering a variety of services:

- general information and referral (191 - 87.2%)
- advocacy services (130 - 59.4%)
- legal referral and information (126 – 57.5% and 111 - 50.7%)
- counseling on violence issues (103 - 47%)
- family services and supports (87 - 39.7%)
- transition house or shelter (67 - 30.6%)

Additional services (reported in comments) included drug and alcohol counseling, youth and child services, EAL (English as an Additional Language) teaching, housing advocacy, assistance navigating the justice system, alternative/traditional aboriginal services, and services for specific populations (new Canadians/immigrants, people with disabilities, aboriginal, women).

Among the 230 total of survey respondents, 99 indicated they offer services to clients who do not speak English. Among these, 86 offer services to immigrants, and 58 offer services to refugees. 96 respondents indicated they offer services to aboriginal people.

## **Interviews**

From an initial contact list of 22 community advocates, interviews were completed with eight individuals for this study. Interviews were guided by a template of questions, but generally followed a semi-structured format to allow for more informal dialogue. Questionnaire topics were covered, but not always in the same order.

Advocates from the following organizations were interviewed:

Lower Mainland Multicultural Family Support Services (4 advocates representing 4 language groups – Ranjeet, Mishi, Jennie, Hajra)

Battered Women’s Support Services (intake advocate – Jacqueline)

Native Courtworker & Counseling Association, Robson Law Courts (family advocate – Tedra York)

Atira Women’s Resource Society, DTES (intake advocate – Amber Prince)

Abuse Prevention Program, Mennonite Central Committee of BC, Abbotsford (Coordinator – Elsie Georzen)

Two in-person interviews were conducted with single individuals, one with a small group, and two by telephone.

### **Analysis of data**

The research data was analyzed in terms of the seven research questions. Tabulated survey responses, survey comments, and interview feedback pertaining to each research question were compiled and summarized. Survey comments are included under relevant topic areas (e.g. content gaps, target audiences), and generally indicate a single comment, unless otherwise noted.

**Data** – There were 230 survey responses, though not all questions were answered by each respondent. Responses to survey questions were automatically tabulated by the service that uploaded the survey online, providing some very basic quantitative data, but no ability to manipulate data. Some data were consolidated for this report. (For example, in this report, “frequent use” for a publication represents a consolidation of survey responses that indicated “daily” or “2-4 times a week” or “once a week” use.)

Several survey questions also allowed for individual comments, and these were collected by the automated survey report. However, they were not systematically quantified in terms of content. Where a strong trend was observed, that is noted in this report (e.g. several respondents being unaware of Battered Women’s Fact Sheets). Comments were occasionally more relevant to a different question than they were answering; in that case, they are reported under the relevant topic.

Interviews sought supplemental qualitative feedback, and this data was analyzed subjectively, as it was not a large enough sample to quantify.

### **Limitations**

First, as this report discusses in a later section in more detail, a significant factor affecting the quality of feedback was that many advocates **were not familiar with some or all of the publications** (see *General findings – Familiarity with publications*). Therefore they were unable to give comments based on their experience of using some materials, but gave feedback based on reviewing the materials and assessing their potential usefulness.

Second, while this review was conducted with the awareness that **family law changes** are in development, these changes were not addressed as a factor in evaluating the current publications, as they have not been passed or implemented. However, any revision of the publications under review would need to take into account family law changes that impact issues pertaining to violence against women in relationships, such as custody and access, family property, maintenance or other financial issues, family court procedures, etc.

Thirdly, in **evaluating quantitative survey responses**, it is important to note that percentages given refer to the total responses to a specific question. While 230 people returned surveys, they did not necessarily answer every question. Therefore, unless indicated otherwise, responses quantified in percentages indicate a proportion of the total responses to a particular question, rather than a percentage of total survey respondents. (For example, if there were 150 total responses to a question, a “yes” response rate of 45% would mean 45% of 150.)

## General findings

### *Demand for publications*

Generally, community advocates indicated an ongoing need for legal information on topics related to violence in relationships, and many appreciate and highly value the publications they receive from LSS:

Thank you for the resources – they make our work easier and genuinely help women in violent relationships.

Any information on violence in relationships is appreciated.

It is great to provide as much information as I can... especially since we live in a very small community and don't have access to a lawyer, justice counselor, or legal aid. Any educating I can do for women saves them time and expense.

It still surprises me that about half the women I see don't know about transition houses and what they are all about.

I think these publications are very useful for service providers and for clients themselves.

I believe it's important to continue to distribute these resources.

I have been using the pamphlets mentioned and have always found them to be very useful.

### *Familiarity with the publications*

There were widely different levels of familiarity with the publications under review. While some survey respondents had used these publications for years, a significant number of survey respondents (see below) and interviewees were not familiar with some or all of them.

#### **Don't know about them:**

You have a great list of materials. However I wonder how well they are distributed as I have never seen some of the ones that are more relevant to my work. I am unable to answer any questions regarding Battered Women's Fact Sheets as I have never seen them.

There are dozens of aboriginal organizations – I'm not sure how many know about these materials. LSS should develop a data-base of aboriginal organizations and get the info to them. Especially aboriginal transition houses.

#### **Do know about them:**

I want to let you know that for the past 16 years, since I've been employed at the transition house as an outreach support worker, I have accessed information from you and have been completely satisfied with the information you have made available.

I have been using the various LSS publications for so long, they are part of the wallpaper and I haven't really evaluated them critically!

Advocates were most familiar with *For Your Protection* and *Speaking of Abuse*, despite the fact that the latter has been unavailable in print for some time. Of the 230 survey respondents, at most 183 responded to question 5 about familiarity with each publication. (The fact that 47 survey

respondents did not respond to this question suggests they may have been unfamiliar with the publications.)

Survey results were:

150 (of 178) - 84.3% were familiar with *Speaking of Abuse* (non-aboriginal version)

147 (of 177) - 83.1% were familiar with *For Your Protection*.

Familiarity with the *Battered Women's Fact Sheets* and with *Speaking of Abuse for Aboriginal Women* was considerably lower, ranging between 60% and 69% (roughly two thirds of 183 responses to the question). Less than half of respondents (74 - 43.8%) were familiar with the *Battered Women's Fact Sheet #5* on staying in the family home on reserve.

In responding to a question about the **effectiveness** of these publications for answering client information needs (survey question 9), **many respondents again indicated that they were not aware of or familiar with the publications.** (This question allowed respondents to offer additional comments, while question 5 about familiarity did not.) Fewer people responded to this question. Of the 154 who responded, 27 (17.5%) commented that they had not previously seen all or some of the publications, though they expressed interest in using them. Several indicated they were pleased to learn about them, believed they would be useful, and wanted to know where to get them:

It appears the information you are talking about is not at the women's resource centre. If the info was here it would be read and relayed to clients of the Safe Home program.

I am a new victim service worker and it would be nice to read the publications that I have not read, but I have been so busy that I have not gotten the time to do that and am not sure if our office has a copy of them.

This lack of familiarity was also expressed in responses to a survey question about gaps in available information and additional information that advocates would like to see covered (questions 8, 9, 11 & 14) – some of which is covered in existing materials. Responses from advocates who were interviewed were consistent with this finding – while some were very familiar with the publications, others did not know about them before being asked to provide feedback about them. One reason may be the fact that they were relatively new to their positions. The turnover in advocacy positions suggests a need for ongoing communication and training by LSS regarding the resources it has to offer those on the advocacy front lines.

### **Recommendations:**

1. Explore ways to increase and sustain awareness among community advocates of all LSS publications on violence in relationships.
2. Increase training opportunities for advocates, including training about available publications and how to use them.
3. In LSS training for community advocates, separate training on Violence in Relationships from general Family Law.

### *Access to publications*

Those who know how to find documents online or order materials from LSS seem to have few difficulties doing so, although some complained of a long turnaround time for orders. They obtain publications by downloading them online, ordering from LSS (online or by phone, mail, email, fax), receiving automatic LSS orders (?), ordering from Victim Services Division, ordering from other agencies, obtaining them from LawLine (after information call), and photocopying them.

However, only 124 of the 230 survey respondents answered question 20 about how they obtain publications, suggesting that the remaining 106 may have been unfamiliar with how to do so. This points to an ongoing challenge for LSS in keeping advocates and their organizations apprised of what information materials are available and how to get them. In parts of the survey that allowed comments, survey respondents said:

Please let me know how I can get publications you list in your survey.

It would be great if we could just print all of your pamphlets, booklets, etc., off the internet.

I am not sure how to access them as I am not an organization, but an individual.

I have seen copies of a couple of these in other teachers' folders, but they were quite tattered and old and I wasn't sure where to get one for myself. This survey is helpful since now I can track them down! But sending emails/copies of these booklets to schools would be helpful!

It would be nice if we were given an order form to order publications relevant to our location and situations we face the most.

We would very much appreciate having your publications.

I would like the Battered Women's Fact Sheets.

I have ordered the BW Fact Sheets (1-5) [as a result of doing the survey].

Furthermore, several advocates, when asked what languages they would want publications in, responded "English would be nice!" – pointing to lag time in ordering English materials.

We often distribute the *No Contact Orders* brochure rather than *For Your Protection* because they've been on back order since November. We've also been out of the non-Aboriginal *Speaking of Abuse* brochures since November and have those on back order.

I need copies of the above publications. I don't hand them out because I have very few on hand.

Some distribution challenges identified by advocates included:

- not having designated staff in their organization to monitor publications and re-order stock
- having no place to store or display materials (no pamphlet racks – could LSS supply?)
- missing publication notices due to limited access to email (in some cases shared by several workers) or lack of printers for printing out emails from shared computers
- don't have time to print out information sent electronically
- no time to research or seek out publications

- turnover in advocacy staff
- relying on LSS conferences and training days (and sometimes Lawline) to find out about publications
- receiving too many copies of some publications

Only one respondent commented positively on their ability to keep apprised of LSS publications:

We try to remain current with publications, research and materials as they become available. We review and replace brochures on an ongoing basis. We welcome new materials but at this time have not identified gaps.

Overall, these findings suggest a need for a proactive and multi-pronged system of promoting LSS publications that regularly informs advocates of what legal information materials are available and in what languages, and possibly a system that automatically triggers orders and/or enables easy re-ordering if not already in place (e.g. one suggestions was a system that prompts “Last year you ordered X copies of X title – click if you would like to re-order). One advocate also suggested coding online publications so that they appear near the top of online searches for resources on violence in relationships.

In addition, several advocates commented on the need for ongoing training that incorporates use of the publications and might help address the turnover in advocacy staff. Both of these challenges (ordering and training) were also identified in a 2006 review of LSS publications in languages other than English (Jason Lee, 2006, p. 12).

### **Recommendations:**

1. Include ordering and online access information on copies of all publications.
2. Explore ways to promote and raise awareness of LSS materials among legal and community advocates, taking into account the limited resources of community organizations – e.g. using personal contact, phone calls (in addition to email & internet).
3. Consider an automatic re-ordering system or re-ordering reminders (if not already in place).
4. Given limited time of advocates to research publications, provide regular training opportunities for advocates that incorporates information about available publications and how to use them (i.e. what each includes) – in addition to passive display tables.

### ***Use of publications***

Those who were familiar with the publications described using them in the following ways:

- during in-person interviews with clients
- as follow-up up to telephone inquiries
- available for pick-up by clients from pamphlet racks
- for support groups
- for educational workshops for staff, volunteers, schools, or community
- attending on-scene calls to clients
- in displays at a variety of community information events
- sharing with other service providers, professional networks
- at courthouse – given by police or duty counsel to clients

Survey respondents indicated that the publications they were most likely to give out to clients (question 6) were *For Your Protection* (135 of 172 responses - 75.5%) and *Speaking of Abuse* (128 of 173 - 74%), and they rated these two booklets highest in terms of addressing client questions and needs (question 9). However, it is worth noting that more advocates were aware of these publications than of the BW Fact Sheets, which could account for their greater use. In addition, 53 respondents did not answer question 6 about which publications they give out the most.

About two thirds indicated they regularly give out:

- BW Fact Sheet #2 (legal action)
- BW Fact Sheet #3 (custody and access), and
- BW Fact Sheet #4 (protection orders).

They rated BW Fact Sheets #3 and #4 the highest in addressing client questions and needs. One respondent commented that she had not seen Fact Sheet #2 before, and it filled an information gap she had identified.

About half (84) of those who responded to question 6 indicated they give clients *Speaking of Abuse for Aboriginal Women*, and less than one third (57) give out BW Fact Sheet #1 (immigrant women sponsored by spouse). Finally, one third indicated they give out the BW Fact Sheet #5 on staying in the family home on reserve.

About three quarters of respondents indicated they use *Speaking of Abuse* and *For Your Protection* for their own reference (question 7). About half use the other publications for reference on occasion, with BW Fact Sheet #5 being the least used.

### *Format of information*

As communication systems and ways of accessing information have significantly changed since the first publication of these documents and they are all available online as well, this review sought specific feedback about what media formats were most suitable for users – both advocates and their clients.

### **Client information**

The format most preferred by advocates for conveying information to clients was **print material**:

Written information seems to be most popular with our clients. Some of the women have been forced out of their homes so a computer is not available. And they can review print information anytime.

Many of our clients are not computer literate and do not have access to a computer or the internet. They rely on print resources.

Many newcomers do not understand English, so it is difficult for them to find our information online.

I'm wary of online and DVD material ... where the abuser might see and/or check materials. Thus I like the smaller materials such as wallet cards, bookmarks, or one-page folded brochure.

An overwhelming majority (over 90%) of the 163 advocates who responded to question 15 preferred short brochures, wallet cards, fact sheets, and short booklets. These are easy for clients

to carry discreetly and, apart from wallet cards, easy for organizations to display in pamphlet racks. Several responses specifically requested that materials be designed to fit pamphlet display racks.

In addition, advocates were enthusiastic about posters (for public awareness), comprehensive longer booklets, bookmarks and online documents. There was much less interest in video, online video clips, DVDs, or podcasts (however, see comments below about literacy and disabilities):

Many clients who have fled violent relationships don't have access to electronic equipment (video, DVD, etc). Those formats might be more helpful to transition homes and other support agencies.

Advocates reported that for clients, online information is of limited usefulness. Barriers to online information included:

- many clients do not have access to computers
- if clients have access to a computer, they may not have privacy using it
- difficulty finding things online (navigation)
- it is costly and time-consuming to print out materials
- some of the materials have not been redesigned for easy printing as online documents (e.g. *Speaking of Abuse* uses a pamphlet size page design, which users must print out on 8 1/2 x 11" paper, resulting in a cumbersome document and paper waste).

Despite an emphasis on print resources, advocates also suggested a need for other creative ways to get information into the hands of those in violent relationships:

You need to consider women who are unable to access the publications. Think outside the box – notices in washrooms, grocery stores, bus stops.

We recently saw a false lipstick holder which held a scroll of paper with a list of resources and contact information.

I'd like to see wallet sized publications on focused topics in multiple languages.

Information distributed through media would also be effective (newspapers, local TV stations).

It's important to have various formats as each client's needs and circumstances are unique.

Another example provided by one interviewee was a pocket calendar, with inspirational quotes inserted in each month and brief resource information at the back. They liked this because it had a functional use (easy for women to justify having), and the resource information did not dominate the publication.

**Literacy levels** – some reviewers indicated the materials were “well done and simply said for clients,” “clear and to the point,” and “easy to understand and concise.” However, others noted that literacy is an issue for some clients, and such clients are unlikely to pick up or read brochures on their own. In that case the advocates may still provide print material, but carefully go over the information with the client in person. Some advocates suggested making information available in video/DVD format, or visually based print materials. The *Westcoast Reader* special edition on violence in relationships was cited as an excellent example of accessible print format.

More print materials for residents with literacy challenges would be helpful.

I had a request lately for a video specific to violence against aboriginal women in relationships.

A "Bollywood style" DVD to provide "how-to" examples for Indian women who cannot read.

**Seniors & people with disabilities** – Seniors and people with disabilities experience higher rates of violence and abuse than the general population, and this applies disproportionately to women in these categories. Several survey respondents requested Large Print format information for seniors and others with visual impairments, and there were a few requests for Braille.

While there were not many requests for alternative formats for people with disabilities, this is a format issue that should be explored in consultation with disability advocates (e.g. large print publications, Braille, plain language video/DVD with closed captioning, or online documents that are easy to locate and easily adaptable to large fonts or text reader technology – if not already).

### **Advocate information**

It was difficult to interpret survey results about advocates' format preference for their own reference material, as they tended to answer question 16 in terms of client needs. They reported that they most often use fact sheets, short brochures and booklets, and online documents for reference. In addition, advocates reported using a wide range of other print and online resources related to violence in relationships for their own reference (see Appendix C).

Though they are more likely to use online resources than clients, advocates appreciate having print materials available for desk reference, as printing online documents is time-consuming and costly for small organizations with limited resources.

I use online resources often. Hard to find space to store information in our office.

Most web-based materials would be used by staff.

### **Recommendations:**

1. Continue to offer short, fact-sheet or brochure-style print information for clients, in addition to online documents.
2. Offer publications in formats that are appropriate for the medium of distribution – i.e. print documents in pamphlet size, online documents in standard document sizes for easy printing. This may mean creating two layouts for the same publication, which has been done in the case of *For Your Protection*.
3. Consider providing basic information on various topics in wallet card format. (See resources listed in Appendix B, to avoid duplication.)
4. Consider alternative format needs of seniors and clients with disabilities – e.g. large print and/or Braille publications, video/DVD with closed captioning, or online documents that are

easily adaptable to large fonts or text reader technology. Ideally this would involve consultation with disability organizations.

6. Consider alternative formats for clients with low literacy – e.g. providing DVD, cartoon format, or visually based plain language material similar to *Westcoast Reader* special edition on violence in relationships.

7. Consider creative alternative options for getting information to clients – media, public awareness posters, notices in public locations, wallet cards, lipstick holders, etc.

### *Optimum length of publications*

Advocates were asked about the length of documents that would work best both for their own reference (question 18) and for giving information to clients (question 17).

#### **For clients**

For clients, two thirds of advocates who responded (99 of 154) to question 17 recommended shorter documents on specific topics (like fact sheets, brochures or wallet cards), as clients experiencing relationship violence can be overwhelmed by the quantity and complexity of issues and information.

Most people cannot read a whole booklet. During emergency situations a brochure is most expedient. When violence happens it is immediate, they need to get out NOW.

The fact sheet approach is good. This can allow us to focus on what the client needs at the time.

However, one third of respondents (55) preferred a comprehensive booklet that clients could take away and refer to when needed. They viewed *Speaking of Abuse* as successful in this regard, and generally favored this publication as a resource to give clients, although this may be due to the lower level of awareness of the BW Fact Sheets. Many respondents who preferred a comprehensive booklet added comments recommending that both options be available to address the diversity of client needs. Comments regarding various options are included below:

#### **A. Shorter brochures:**

Too much information at one time is overwhelming to a lot of my clients – single topics work well.

Small, easy-to-carry items work really well.

Sometimes it's easier to pick and choose the info relevant to the individual needs of the client.

Shorter booklets are more effective – can provide info that client needs NOW – info on who can help, what kind of help to expect, and what rights they have.

Wallet cards on single topic areas would be useful.

Shorter booklets may be simpler to update.

## **B. Comprehensive booklet:**

I like the *Speaking of Abuse* booklet style because all the info is there. Sending multiple loose info can mean that the info gets lost, may seem overwhelming to the client, etc. In the booklet, all the info is in one spot.

One thorough booklet covering topics in depth is beneficial - as long as the booklet is not too large.

With some of the shorter format publications, the information is somewhat limited.

## **C. Both options:**

Depends on the client – sometimes I know to give just a bit of info so they read it. But there are those clients who would like lots of info and will read it all.

Both would be useful. Depends on person's individual style and how much and when it is appropriate to absorb the material – makes a big difference.

Clients have a hard time processing too much information when dealing with crisis. However, sometimes it is helpful to give them materials that are more comprehensive that they can read at their leisure when they are less stressed.

I think one booklet covering all topics would be helpful for most women rather than a bunch of booklets. However, not all topics may be useful for all (e.g. some women have children, some don't), so still good to have the separate brochures/booklets too.

I can see how handy it would be to cover all topics rather than offer so many materials. On the other hand, a person may want to carry only those booklets/brochures that are most pertinent to their situation.

Advocates also draw upon a wide variety of other resources for clients (see Appendix B).

## **For community advocates**

Generally, two thirds (99) of the 158 advocates who responded to question 18 preferred “one booklet covering all topics” for their own reference.

Something easy to photocopy from – maybe a coil book that can be looked through easily when trying to find information. It's easier to take care of a single book as opposed to trying to find one handout or brochure when I need it.

I prefer one booklet, so I'm not going through several documents to find what I'm looking for – easier to access.

Usually one issue leads to all issues in violent relationships so one booklet with information on abuse, access, custody, etc., would provide complete information and steps.

Shorter versions, all provided in one reference binder!

Some specifically suggested updating the *Family Law Resource Manual: Community Based Advocates Assisting Women Dealing with Violence Issues* from the BC/Yukon Society of Transition Houses and the BC Association of Specialized Victims Services and Counseling Programs (BCYSTH & BCASVSACP). Others requested an update of *Legal Process for Battered Women*.

However, one third (59) preferred shorter documents on specific topics, which they could file according to their own system.

I prefer this format as I put the single topic areas into separate files.

And again, several indicated that **both types** of information would be useful. However, it was difficult to assess whether they were responding in terms of their own needs or in terms of client needs, as some suggested items like wallet cards, which would be more appropriate for clients.

Advocates reported that they use a wide variety of reference resources in addition to the materials under review (see Appendix C).

### **Recommendations:**

1. Provide a series of brochure-style information pamphlets on specific topics for clients – high priority.
2. Provide a brief but comprehensive booklet that consolidates information in one place for clients – lower priority, but considered useful. (Possibly link with shorter pamphlets through matched sections/topics and design features.)
3. Explore possibilities of updating *Family Law Resource Manual* as a comprehensive advocate resource.
4. Ensure that advocates are regularly informed of what materials are available.

### *Design*

Apart from a few expressions of preference for a brochure format over fact sheets for easier display in pamphlet racks, advocates commented only occasionally on design. This suggests that design is not a big concern or that it is generally viewed as satisfactory, or at least not a problem.

Generally, with regard to covers and illustrations, advocates recommended images of women together, representing a diversity of age, culture, ability/disability, and class, and including some children, to convey the feeling of not being alone and the involvement of children.

A number of advocates also pointed to the need for information that would be visually identifiable as being suitable for men who are victims of abuse in relationships (see **Gaps in information** below). This would also be the case for any materials developed for specific target groups such as older women, LGBT community, or people with disabilities.

Regarding clients with literacy challenges, advocates recommended plain language material with an emphasis on visual components (like the *Westcoast Reader* supplement). One reviewer suggested visual illustrations along the lines of those in the film/book “Persepolis” (animation).

### *Translations*

While this study did not focus on translations, both the survey and interviews included some questions regarding the demand for translations. In general, advocates valued being able to give clients information in their own language whenever possible:

Booklets in different languages are very valuable.

There is a very strong demand for information on violence and abuse regarding seniors in a variety of languages, particularly Chinese, Spanish, Punjabi, and Hindi.

In 16 years of victim service, I have only had need for Spanish, Punjabi and Chinese. If I haven't had literature handy, I've gotten it from the multicultural program in our community. I had some literature translated into Spanish by a volunteer translator.

The most frequently used translations for all publications were those in Punjabi. The next highest in demand were translations in Spanish, Chinese and Vietnamese. Further detail about the most frequently used translations and requests for new translation languages is included in sections about each publication later in this report.

One finding was that some advocates who work with clients who speak languages other than English continue to give out English-language information material, in addition to translations (in some cases, both together). The reasons given were:

- Many of the legal concepts and terms used are specific to the Canadian legal system and may not translate easily to another culture or language. Canadian laws regarding relationship violence, separation and divorce, child custody, and family property may be significantly different from those in a woman's previous home country.
- English-language documents help familiarize the client with the legal terms they are likely to encounter in Canada.
- Translated versions sometimes use formal language rather than popular plain language. This implies an official perspective which clients may perceive as not serving their interests. (This was mentioned specifically in relation to Farsi.)

Because the requests for new languages are drawn from a relatively small pool of respondents in this study, decisions about additional languages for translations should be based on more extensive research regarding demand.

A number of survey requests for "new" translations that are already available suggest a need for greater communication by LSS about what publications are available in translation, and in what languages. There was some confusion between Mandarin and Cantonese Chinese – requests were made for Mandarin translations for publications available in Chinese.

### **Recommendations:**

1. Continue to provide publications in translation.
2. Increase community awareness about the availability of translated materials – through multicultural organizations and media. See also recommendations under **Access to Publications**.
3. Further research is required to determine greatest language demand for new translations.

## **Feedback on Content**

### *Topics of high priority*

Survey respondents were asked to rank information topics in terms of the frequency with which they arose with clients facing violence in relationships. From a given list, advocates ranked topics in descending order as follows:

1. Child custody and access
2. Financial issues (income assistance, family home, family property)
3. Restraining orders and peace bonds
4. Criminal court process
5. Defining violence/abuse in relationships
6. Calling the police & role of police
7. Safety planning
8. Immigration, sponsorship, refugee issues
9. Statistics on violence against women in relationships

These topics suggest potential subject areas for individual brochures/fact sheets for clients (in cases where they do not already exist), as well as potential sections in a comprehensive booklet (most of which are currently included in *Speaking of Abuse*).

Topics pertaining specifically to aboriginal issues should be added to this list.

### *Gaps in information*

Advocates were also invited to comment on any information topics they felt were missing from LSS materials (questions 8, 9, 11, 14). A number of content “gaps” identified by advocates were topics that are addressed in the publications under review, but the advocates were not familiar enough with the publications to know where the information could be found. For example, information on criminal court process, the definition of relationship violence and its prevalence, safety tips, and legal aid is available in *Speaking of Abuse*. Information on custody & access issues and immigrant issues for sponsored spouses is available in BW Fact Sheets.

Advocates focused on the following topics when asked about priorities for updating or adding new information to publications (items bulleted below represent single comments unless otherwise noted):

### **Criminal court process**

- how court system works for victims – roles, Crown counsel, etc. (especially for newcomers to country); Crown not working for victim, may not be the same person throughout case (*several comments*)
- what to expect in court – not user friendly process, women now don’t always have lawyer, confused by family justice counselors
- point out importance of calling police to document risk, especially if children are involved (has impact on custody/access orders) – needs to be stated strongly
- what is in woman’s control and what is not – e.g. a chart/diagram to show differences:
  - criminal process – state controlled
  - family law process – woman must take initiative – doesn’t roll out automatically
  - no-contact orders – not automatic
- emphasize right to have an advocate – at Crown interview, in court, etc.
- address women who don’t want to testify due to intimidation by spouse – options & rights – police protection, alternative forms of testimony (video, behind screen)
- be careful in listing “your rights” not to set up false expectations

- how to get info about the abuser from police – e.g. when released. Big gaps in notification. Often clients have no phone – may use advocacy organization as contact (*last point mentioned in two interviews*)
- include judicial case conferences
- information about Victim Services
- bail variation process, plea bargaining
- interpreting, translating & advocacy services
- how to represent oneself in court when ineligible for legal aid (e.g. varying orders)
- what happens if victim leaves the country

### **Custody/access & family law**

- separation & divorce – definitions, as these may be different from woman's home country – especially civil vs. religious divorce (what is recognized here, what is recognized in country of origin) – some may seek both
- applying for interim custody – step by step
- how to apply for custody ex parte
- how to serve papers
- Judicial Case Conferences (JCC) – need to include info; often does not work, delays process
- access - very challenging for women to understand how fathers get access, even when charged with abuse, and when they fail to pay support
- joint custody – often a deterrent to woman leaving – fear of joint custody with abusing spouse when child has witnessed abuse; concerns about care, especially if child has special needs/disability
- visitation – need to understand options – e.g. supervised, etc. – what is the process
- when client in violent marriage goes to divorce court – address issue of Section 15 psychological reports: What governing body oversees the reports? What standards are followed? Who pays for this? How does this affect bias?
- “court harassment” – abuse of court system by men with money (e.g. harassment by litigation) – e.g. child custody variances, affidavits, counter-accusations, email harassment, misrepresenting info in court without notifying wife, using new file numbers to reapply for divorce or joint guardianship
- impact on children of witnessing violence, or also being victims of abuse (*See BCYSTH resources – material for children who have witnessed abuse and their mothers.*)

### **Information on legal aid & legal representation**

- information on client rights – many are not aware
- overcoming shame about going to lawyer for abuse/violence
- eligibility – legal aid doesn't cover all situations; or if action not taken right away, don't qualify
- lawyer access for women and children
- free duty counsel
- what to do if not eligible for legal aid
- how to deal with court harassment (see **Custody/access** above) when husband has more funds for lawyers – “Abuse does not stop after the relationship ends, and often there is no legal support for these women.”

### **Safety planning**

- Safety tips & planning – step by step – wallet card, fact sheet
- Storing documents in safe place – can be with advocate
- Planning to leave - strategies & resources for women leaving relationships – legal services, housing (short & long term options), community resources, child care options (for returning to work), counseling in different languages, etc.
- What to do after leaving – emotional impact, what to tell children, etc. (*See booklet from BC Council for Families – some of this information covered.*)
- Important for advocates to know increased risk, importance of support and planning at this time.
- Include planning for animal respite/care (some women afraid to leave because of risk to animals)

### **Immigration**

- information for new immigrants
- information that addresses specific cultural communities in terms of different approaches to abuse and violence
- more on immigration sponsorship – hard to find this
- how to support person with no immigration status
- how to support refugee claimants who are fleeing abusive partner in country of origin
- reaching immigrant clients who do not rely on published material for emergency guidance

### **Other topics**

- financial info on bankruptcy (add to financial issues)
- how to help a friend who is being abused – (*See Battered Women's Support Services brochure, YWCA brochure.*)
- in all publications, address how race may impact power imbalances contributing to violence in relationships
- add information about harming pets as sign of abuse (*See SPCA brochure*)
- identifying abusive /healthy relationships – fact sheet (*See YWCA brochure for sample info.*)
- public awareness posters – like the “no means no” campaign from 1990s

### **Recommendations:**

1. Update relevant BW Fact Sheets to incorporate information gaps identified above: Custody & Access; Immigration issues; and Information on legal aid.
2. Create new fact sheets to address: Criminal court process, Safety planning, and Financial issues.

### **Gaps in target audiences**

Advocates identified a number of audiences they would like to see targeted for specific information:

- **older women** – violence against older women, older persons' rights (*See BCYSTH material on abuse of older women – handbook for service providers.*)

- violence in **dating relationships for youth/teens** and counseling services for under 19 – very little available
- information addressing **lesbian/gay/bisexual/transgender relationships** (*See resources from The Centre*) – especially transgender – more marginalized and vulnerable to violence; sometimes not taken seriously by police; also training for VictimLink personnel on this issue
- information for people with disabilities (*This is a diverse group – need to specify.*)
- information for heterosexual men (see section below)
- information for perpetrators – where to seek help
- videos/DVDs for staff and volunteer training

One request for community advocate networking support was particularly strong:

Rather than having more publications, I ask you to provide us – community-based workers – with workshop opportunities to meet and network with shelter and transition house workers, police, victim services, health care providers, social workers, etc. in our community.

### **Abused men**

At least five respondents reported a growing need for information that addresses men who are abused in relationships. One suggestion for addressing this need was to make the publications gender neutral. Another was to create a publication (e.g. a fact sheet) specifically for this audience.

We desperately need assistance, information and services for battered men. ... In this community there are a growing number of male victims. I am aware that this is not a popular subject but if we want a just society this issue is one that has been swept under the rug. ... Men often stay for the same reasons as women – loss of children, no place to go, no money, social isolation, fear that no one will believe them, ridicule (“men must be tough,” “men don’t cry”). Please help if you can.

Occasionally we deal with straight men who have been abused in a heterosexual relationship (not “dual charge” not “she hit me first,” but actually controlled and abused by a female partner – rare but happens). It would be good to have something that is at least gender neutral, but even better addresses the difficulties specific to men who are in this situation.

Could a booklet such as *Speaking of Abuse* cover all relationships, including men who are abused? i.e. don’t put a pink cover on it with only women? Or perhaps design a second resource for men.

### **Gender neutrality in relationship violence publications**

While one approach to address the needs of abused men would be to use gender neutral terms in publication, some advocates pointed out that this strategy would distort the social reality of violence in relationships: statistics indicate that it is overwhelmingly women who are abused in relationships, and men who inflict abuse, and women are more likely than men to experience severe forms of violence. One advocate pointed out that while it’s unacceptable that violence happens to men, it does not occur with the same frequency, nor is it an equivalent experience, and gender neutral language would mask these differences. These advocates therefore suggested

retaining gender specific language with an explanation that the information would also apply to abused men and to same-sex relationships.

Further, separate from this review, LSS commissioned a legal opinion on whether the use of gender specific wording in publications could be construed as discriminatory. It appears likely that where there is good reason to specify genders, it would not be considered a violation of human rights as long as valid reasons are provided. The legal opinion noted that strict gender neutrality does not necessarily result in substantive equality: if one group is previously disadvantaged, strict neutrality may perpetuate that situation.

While the basic legal information on violence in relationships applies to men equally, there are likely particular issues faced by men that could be addressed in a separate fact sheet (stigma/barriers, community resources, etc.). As the experiences of heterosexual men may be qualitatively different from those of gay/transgender men, two separate male target audiences may need to be considered (the latter having more in common with the LGBT population). Survey responses reflected this perspective, recommending targeted legal information for those in LGBT relationships quite apart from addressing heterosexual men. Further, it is unlikely that heterosexual males would be drawn to material directed primarily to gay men.

In the publications under review, therefore, it would seem reasonable to continue to use gender specific terms, as long as an explanation is provided for doing so. In addition, LSS may want to consider fact sheets to address abused men and those in LGBT relationships.

**Recommendations:**

1. Continue to use gender specific terms in LSS publications on relationship violence.
2. Include in each publication the following:
  - a) an indication that the legal information applies to anyone experiencing abuse in a relationship (heterosexual male or same-sex, any age, etc.)
  - b) an explanation for the choice of gendered language based on incidence of relationship violence (i.e. statistics overwhelmingly indicate the majority of abuse victims are women, and the majority of abusers are men).
  - c) a referral to additional information for minority target audiences.
3. Consider developing a separate fact sheet for gay men (and/or other LGBT community members) addressing issues specific to that community.
4. Consider developing a separate fact sheet for heterosexual men – addressing specific issues (e.g. stigma/barriers, available services, etc.).

***For Your Protection: Peace Bonds and Restraining Orders***

(Subtitle: *Information for women in relationships who need protection from violence or the threat of violence*)

This booklet is co-published by LSS and the Ministry of Public Safety and Solicitor General. It includes introductory information about a woman's right to safety and how she can contact the police or victim service workers through VictimLink if she is in danger or fears for her safety. The rest of the booklet explains briefly what peace bonds and restraining orders are, the

circumstances for obtaining one or the other, the process for obtaining them, costs and how to obtain legal help, and the consequences of not abiding by protection orders.

This publication was the most frequently used among all the publications under review and rated very high in terms of meeting client needs for information. Of 172 advocates who responded to the survey question 6 about how often they gave each publication to clients, the highest percentage (48 - 27.9%) reported giving *For Your Protection* to clients at least once a week or more (although a close second was *Speaking of Abuse*). While the BW Fact Sheets were less frequently used (partly due to less awareness of them), Fact Sheet #4 on protection orders was the one most frequently given to clients once a week or more (33 - 19.4%), suggesting a high demand for legal information on this topic.

The same pattern of use occurred in advocates' use of these three publications for their own reference (question 7). About half of respondents reported frequent use of *For Your Protection* and *Speaking of Abuse* for reference. Among the BW Fact Sheets, #4 on protection orders and #3 on custody and access were the most frequently used for reference, and rated the highest in terms of meeting client needs for information.

Positive feedback on the booklet's language level included: well organized, table of contents clear, easy to find things, reasonably accessible, and excellent chart outlining differences between types of court order (3 positive comments specifically on chart).

However, some advocates viewed the booklet too complex to give to their clients, though very useful as an advocate's resource. Some pointed out that this is often the most difficult topic for clients to understand and recommended more simplified language.

### **Recommended content changes**

In January 2008, Jane Coombe, of Victim Service and Crime Prevention Division, recommended the following revisions:

- add content on: emergency interim custody order, ex-parte order for threat of violence, immediate possession of the family home. All under the *Family Relations Act*.
- p. 11 – delete par. 3: “Your partner or ex-partner (or his lawyer) is allowed to ask you and your witnesses questions during the hearing. He may also tell his own version of the same events and call his own witnesses.” (Recommended by Senior Crown Counsel Wendy Harvey)
- p. 13 – check to see if a hearing will be held if there is a restraining order. The defendant cannot come to the hearing if there is a restraining order. This needs to be articulated clearly.

In addition, survey respondents requested additional information in this topic area (some of which is currently available in the publications, suggesting a need for more education for advocates regarding where information can be found). Additional topics requested included:

- importance of safety planning in addition to court orders
- point out importance of calling police to document risk, especially if children are involved (has impact on custody/access orders) – needs to be stated strongly
- more on what a breach is – abusers find clever ways to get around orders

- ex-parte orders – particularly in rural areas where court services are not available daily
- duty counsel – eligibility, emphasize that it is FREE (in *For Your Protection*, but not obvious)
- access to legal advice & legal aid (in *Speaking of Abuse*, *For Your Protection* and BW Fact Sheet #4 on protection orders)
- what a woman can do if not eligible for legal aid
- make booklet more sequential – step-by-step
- include no-contact order (after abuser has been charged)

### **Gaps and overlaps in information on protection orders**

Information on protection orders is dispersed through three different publications that came under this review. Below is a brief discussion of the distinctions between them:

**1. *For Your Protection*** – provides the most detailed description of legal process for obtaining peace bonds and restraining orders. Advocates were very enthusiastic about this booklet, and found the chart comparing orders helpful. However, language in the booklet is fairly sophisticated for some clients, and information about legal aid and access to duty counsel is somewhat buried and unclear. It does not include information on no-contact orders (condition of bail hearing after arrest of abuser), and one survey respondent commented that it should caution women to make other safety provisions in addition to obtaining protection orders, as they have limitations.

**2. *BW Fact Sheet #4: Peace bonds, restraining orders, and no-contact orders*** – this provides a brief outline in plain language of what each of these orders is, how to make sure a protection order works, what legal help is required, and where to get legal help. It includes a caution to make a safety plan in addition to seeking a court order. Provides a good overview, but no detailed information about legal process.

**3. *Speaking of Abuse*** – includes brief descriptions of no-contact orders (as bail condition after arrest), peace bonds, and restraining orders.

### **Translations**

*For Your Protection* is available in Punjabi and Chinese translations. Of 165 respondents to question 12 about translated publications, 46 (30.3%) reported using the Punjabi edition and 31 (21.5%) reported using the Chinese edition a lot or sometimes.

Translation languages requested included, in descending order of frequency (those on the same line received the same number of requests):

- Korean (6)
- Arabic (5)
- Russian, Japanese, Kurdish (3)
- Spanish, Thai, Tagalog, German (2)
- Hindi, Persian, Vietnamese, Dari (Afghan), Soheli (Swahili?), Dutch, Greek, Italian, French (1)
- Chilcotin, Okanagan (1)

## Design

The design of this booklet did not evoke strong responses either in favor or against. One interview respondent found the cover image modern looking and evocative of hope and positive home life. Other respondents found it either “neutral” or not noticeable as an image.

As noted earlier, this resource has been laid out as a small brochure sized booklet for print, and as a larger 8.5 x 11 booklet for online printing. Respondents liked the pamphlet size, and found the online size convenient for printing.

## Recommendations:

1. Continue publication of *For Your Protection* as a stand alone booklet for clients seeking protection orders, addressing content changes noted in this section and reviewing for plain language improvements.
2. Update the BW Fact Sheet #4 on protection orders as an introductory resource on this topic.
3. Integrate information from BW Fact Sheet #4 into a comprehensive booklet for clients (if updating *Speaking of Abuse*).

## **Speaking of Abuse – General Edition**

This booklet provides an overview of legal issues that women in violent relationships may face. It defines abusive/violent behaviour and offers some statistical information about the incidence of violence in relationships. It includes sections on safety planning, planning for leaving a relationship (money, children, housing, legal help, etc), what happens when police are called, the criminal court process, peace bonds and restraining orders, other legal measures, and issues related to ending a relationship (child custody and access, family home, financial issues, etc.). It includes a brief resource section on where to get legal and other help.

The information in this booklet was viewed as extremely valuable, and advocates reported giving it out to clients more often than other publications, with the exception of *For Your Protection*. Reviewers like its comprehensive overview of issues, which is helpful for some women. One reviewer commented on the excellent description of abuse near the beginning, graduating from subtle non-physical forms of abuse to physical violence. (“Women think they have to have two black eyes to be abused.”) Another noted it is useful to include some statistics on incidence of violence against women – not too much so as to sound “fatalistic and destroy the woman’s agency,” but enough to let them know they are not alone and it’s not just about them as a person, it happens systemically.

However, advocates also felt that providing shorter fact sheets based on the different topics covered in this booklet would be helpful to them in their work and in some cases more likely to be read by clients. Some felt that a comprehensive booklet offered more information than clients could take in at once, though others felt both kinds of resources should be available. (In this study, there was no way to ascertain how clients actually use the booklet once they take it home.)

Advocates reported using the booklet as a reference for themselves, but sometimes wanted more detail than it provides. They also noted the need for more detailed or introductory information for

clients on certain topics – such as how the court system works in a criminal prosecution of violence in relationships. At the same time, several advocates were unfamiliar with the topics that were covered in this booklet (such as the section on the court process).

### **Recommended content changes**

See Appendix A for recommended changes from legal review.

Advocates recommended including the following information:

- Barriers to leaving partner, from point of view of the woman
- Effects on children of witnessing violence (vs. benefits of staying in relationship – any research?)
- Define all aspects of abuse – emotional, financial, physical, etc
- Include broad definition of violence that includes systemic/cultural/societal sexism, financial violence, barriers to getting information.
- Identify emotional abuse – especially in different language versions.
- Include more information about harming or threatening to harm animals/pets as a form of abuse and sign of potential escalation.
- Include information about emergency animal care in safety planning (fear for animals' safety may prevent woman from leaving).

See also the list of topics under *Gaps in information*.

### **Translations**

*Speaking of Abuse* is available in seven languages in addition to English. Generally, about one-quarter to one-third of 165 respondents reported using translated versions of this publication. The translations most frequently used were (in descending order):

- Punjabi (54 of 158 responses - 34.2%)
- Vietnamese (36 of 142 – 25.4%)
- Spanish (35 of 146 – 24%)
- Chinese (34 of 144 – 23.6%)
- Farsi (30 of 145 – 19.3%)
- French (27 of 145 – 18.6%)
- Russian (21 of 146 - 14.8%).

New languages requested in order of frequency included:

- Arabic, Korean (5)
- Japanese, German (3)
- Thai, Kurdish, Tagalog (2)
- Dutch, Hindi, Dari (Afghan), Greek, Italian (1)
- Okanagan, Chilcotin (1)

In addition, seven requests were made for language translations that already exist, indicating a lack of familiarity with translated versions that are available.

## **Design**

Few comments were made about design. Interview subjects liked the booklet size. One liked the fact that the image on the cover included several women of different ethnicities, as well as children. Others found the image not strong – “women supporting women does not come across.” One suggested emphasizing women with children, particularly for readers of languages other than English.

The cover photo is very small, with several faces turned away from the camera and a large empty space above their heads. A larger image with faces looking toward the reader might be stronger, more inviting, and convey support. Further, given the feedback expressing lack of information for older women experiencing abuse, there could be a wider age range represented.

Users commented that the online booklet version is inefficient to print, and should be reformatted for 8 ½ x 11 paper.

### **Recommendations:**

1. Continue publication of *Speaking of Abuse* as an overview of issues faced by women being abused in relationships.
2. Update *Speaking of Abuse* to address content issues enumerated above.
3. Continue to provide translated versions, and develop a proactive method of keeping advocates apprised of available translations.
4. Include engaging cover image that conveys women and children together, in mutual support.
5. Reformat online version for more efficient printing.

## ***Speaking of Abuse – Aboriginal Edition***

This publication includes much of the same information as the general edition of *Speaking of Abuse*, with additional information specific to aboriginal women, including incidence of relationship violence experienced by aboriginal women, financial and housing issues on reserves, and community resources. It is available in English.

It is difficult to provide strong recommendations on this publication, as there was a much less familiarity with it among advocates than with other LSS publications. Survey respondents familiar with it provided little specific feedback, and an aboriginal advocate who was interviewed was unfamiliar with this publication until asked to review it for an interview.

However, upon reviewing it, the above advocate felt the booklet was an extremely useful resource for advocates, though perhaps too long to give to most clients.

Another advocate who deals with about 25% aboriginal clients suggested acknowledging the historical circumstances that contribute to the greater incidence of violence against aboriginal women (e.g. colonialism/racism, residential schools, childhood experience of violence, etc.).

One reviewer commented that the cover of this publication presented a stereotyped and outdated image of a sole aboriginal woman, and should be changed to reflect a diversity of aboriginal women.

**Recommendations:**

1. Consider whether a separate aboriginal version of *Speaking of Abuse* is required, or whether fact sheets addressing aboriginal issues would be feasible (financial issues, family home on reserve).
2. In developing generic fact sheets, incorporate information relevant to aboriginal clients (e.g. aboriginal resources).
3. If this publication is continued, consider content additions above and provide a more updated cover image reflecting a diversity of aboriginal women and children.

**Battered Women’s Fact Sheets**

The fact sheets are five double-sided one-page (regular sized) information sheets on particular topics related to violence in relationships.

1. If you are an immigrant sponsored by your husband
2. Taking legal action
3. Custody and access
4. Peace bonds, restraining orders, and no-contact orders
5. Can you stay in the family home on reserve?

As noted earlier in this report, the level of advocates’ familiarity with them was uneven and generally lower than for *Speaking of Abuse*. When advocates who were unfamiliar with them were asked to review them for this study, they were very enthusiastic about their usefulness. Several survey respondents indicated they would like to order them as a result of doing the survey. Specific feedback was as follows:

Fact sheet #1 – no specific comments; however, see **Gaps in information** earlier in this report for immigration topics

Fact sheet #2 – was considered an excellent overview of legal options.

Fact sheets #3 and #4 – were the most frequently used, accompanied by in-person explanation to client and discussion of client’s options.

Fact sheet #5 – was considered extremely useful, especially for rural areas. One aboriginal reviewer (and other survey respondents) noted that this is not simply a legal issue on reserves, but a political and social one, complicated by the fact that everyone knows everyone, the woman may not be able to call the police (as there may be band police, and they may be perceived as biased in relationship abuse cases), and there may be difficulty in accessing information or services from the band, depending on family connections. The fact sheet was seen as important in outlining a woman’s rights to the home and with regard to children.

Topics listed in **Gaps in information** provides suggested changes for some existing fact sheets, and additional subjects for new fact sheets to expand this series: safety tips; planning for leaving a relationship; criminal court process; financial issues when woman leaves; etc.

**Title of series:** In the interviews done for this study, advocates were asked for feedback regarding the title of this series – Legal Information for Battered Women. They commented that

“battered women” is less widely used now than at the time the fact sheets were first published and can be viewed as labeling/defining the woman rather than naming the abuse. Advocates felt this might present an obstacle to women picking up the fact sheets, and suggested using the terms “abuse” and/or “violence in relationships” to be more specific. Multicultural workers also noted that “battered women” is an awkward expression in translation. Reviewers suggested the following terms:

Abuse in relationships

Violence against women in relationships

Speaking of Abuse: Violence Against Women in Relationships  
(parallels booklet, incorporates abuse and violence)

## Translations

The fact sheets are available in four languages other than English: Chinese, Punjabi, Spanish, and Farsi. As with *Speaking of Abuse*, about one-fifth to one-third of 165 respondents reported that they use translated versions of the fact sheets, but these figures were not broken down by individual fact sheet. The use of languages was reported as follows (in descending order):

Punjabi (49 – 31.8%)

Spanish (33 – 22.4%)

Chinese (31 – 21.2%)

Farsi (27 – 18.6%).

Two requests were made for “new” translation languages that are already available (Chinese and Spanish), suggesting that some advocates are unaware of the availability of translations.

Additional translation languages requested included, in descending order:

Korean, (8)

Arabic (7)

Russian (4)

Hindi, Tagalog, Japanese, Kurdish (3)

French, Swahili, Thai, Romanian, Hungarian (2)

Chilcotin, Okanagan (1)

Croatian, Serbian, Polish, Albanian, Bulgarian (1)

Turkish, Urdu, Amharic (Ethiopia), Dari (Afghan) (1)

Greek, Italian, German, Dutch, Vietnamese (1)

## Design

The main design request for the fact sheets was to produce them in brochure format for easier display in pamphlet racks. Advocates also access them online, and appreciated their easily printed online format.

## Recommendations:

1. Continue to produce a series of fact sheets, expanding it based on content in *Speaking of Abuse* and further key topics recommended in this report.
2. Revise fact sheet series title “Legal Information for Battered Women.” Series could use title that parallels booklet title – Speaking of Abuse, or Speaking of Violence Against Women in Relationships.

3. Design fact sheets in brochure format that can be distributed in pamphlet racks.
4. Consider a fact sheet targeted to abused men, or at the very least note in fact sheets that the information applies to men (in addition to same-sex, transgender relationships).
5. Actively publicize and promote the availability of fact sheets and translations among community advocates and organizations – both English speaking and multicultural.

## Conclusion

This study set out to answer a series of questions, and the findings are summarized below.

### Who uses the publications?

In general, this review found that advocates from a variety of community organizations and regions of the province value the publications under review very highly, and use them to support many kinds of activities, from giving assistance to individual clients to providing information and training in a range of community contexts.

However, a significant finding of this review was that familiarity with the publications is lower than one would expect, and advocates were least familiar with the Battered Women's Fact Sheets – an unfortunate finding, given that upon discovering them, most reviewers enthusiastically praised their potential usefulness, particularly if they were designed in a brochure format for easy display. In addition, even among advocates who reported familiarity with the publications, some were unfamiliar with the details of their content, as indicated by their identification of “missing information” on topics that are actually addressed in the publications.

### What format is most accessible and useful? Which publications do people use most?

Advocates prefer print material for giving information to clients, and a majority prefers shorter formats. However, they also see a value in longer booklets with more detail or overview information, as evidenced by their preference for giving *Speaking of Abuse* and *For Your Protection* to clients, though less familiarity with the Battered Women's Fact Sheets may account in part for this preference. A significant number use translated versions of the publications, though some were unaware of what languages were available.

They viewed online resources as somewhat helpful to clients, but noted that many clients face multiple barriers to accessing online information. Advocates more often use online resources for their own reference.

Respondents also recommended a variety of other print formats, such as wallet cards, posters, and bookmarks that could be placed in public areas in order to reach those who might not otherwise access their services or the publications under review. They also suggested using public media (e.g. community papers) to disseminate information and build broader community awareness on violence in relationships.

Advocates were less unanimous regarding what kind of resource they would prefer for their own reference. While most use online resources, they value print resources highly. Two thirds preferred a single handbook or binder with all the information they need in one place, while one third prefer to have shorter documents on specific topics and organize/file them according to

their own needs. Many appear to use the same materials that are designed for clients, in addition to a variety of other resources (listed in Appendices B and C).

### **What relevant audiences are not being reached?**

Respondents also made recommendations regarding target groups to consider in developing new materials, such as older women, youth, lesbian/gay/bisexual/transgender (LGBT) people, those with limited literacy skills, men, and people with disabilities.

They also suggested additional languages for translated versions of publications. The highest in demand were Korean, Arabic, Russian, Kurdish and Japanese.

### **What is the most appropriate breakdown of topic areas? What information is missing?**

Some priority topic areas are addressed well by the current publications:

- child custody and access
- financial issues
- protection orders
- criminal justice process.

Nevertheless, two of these topic areas were highlighted in advocates' requests for additional information. Topics singled out for attention in revised or new materials included:

- criminal justice process
- child custody and access
- safety planning
- legal aid and legal representation
- immigration issues

### **What other resources are community advocates using?**

Community advocates draw upon a wide range of print and online resources in addition to the LSS materials. These are listed in Appendices B and C.

### **Should LSS use gender specific language in these publications?**

Based on review feedback and a legal opinion sought by LSS, it seems reasonable to continue to use gender specific terms in LSS publications on relationship violence. However, each publication should clearly indicate:

- that the legal information applies to anyone experiencing abuse in a relationship (same-sex, heterosexual male, or any age, etc.)
- why gendered language is being used, based on incidence of relationship violence (i.e. statistics overwhelmingly indicate the majority of abuse victims are women, and the majority of abusers are men)
- where to find additional information for minority target audiences (if available).

## Appendix A – Legal Review of *Speaking of Abuse*

Review by Kathy Kendall, LSS

p. 2 – check Victim Services information. In Kamloops there is a community based worker who works out of the sexual assault centre and there is the police-based worker, but my impression is she works more with property crime victims and refers domestic cases to the other one. I don't think there is Crown-based anymore.

p.8 – update statistics – Stats Canada has a 2005 report

p. 12 – “call the legal aid office closest to you” – since these have been reduced, you may want to suggest other ways of getting certified copies.

p. 14 – add – “be sure to tell the police if your husband/partner has weapons or access to weapons” (although the police will usually ask this)

p. 22 – update information re: hardship assistance – it's harder to get now.

p. 22 – maintenance – if the woman is on income assistance, she assigns her rights to maintenance to the Ministry (MCFD), but that may be more detail than you want to include. (*See note re: p. 37.*)

p 23 – the cost of lawyer referral has gone up to \$25.

p 32 – include conditional sentences. (*Is this under heading “Suspended sentence and/or probation” on p. 31?*)

p. 34 – the case law says that restraining orders in family court are an incident of custody – so the only way a person can get one in provincial court is if they have, or are applying for, custody.

p. 34 – there is another reference to “your nearest legal aid office” – should probably include the call centre number “if you do not have a legal aid office in or near your community.”

p. 36 – last sentence refers to the pro bono program which is no longer provided.

p. 37 – it is important to say something about women on income assistance having to assign their maintenance rights to the Ministry. They don't actually have the right to pursue it themselves, but where there has been violence in the relationship, that's often a good thing, because the guy gets mad at the Ministry; the woman doesn't have a choice or say in it. Mind you sometimes the Ministry declines to pursue where there has been violence because they don't want to stir the pot.

p 38 – is there still a child support information line?

p.38 – is it fair to say the woman needs a lawyer to apply for custody? Many women go to provincial court on their own, or use duty counsel. But again, if there was violence and she qualifies financially she will get legal aid because of the violence.

## Appendix B – Other Client Resources

Advocates were asked to name other resources that they regularly **give to clients**. In addition, additional client resources were researched for this report. The following list includes both. (In some cases, the publisher of the resource was not provided by survey respondents.)

Abuse is Wrong in Any Language – Dept of Justice  
Abuse wheel /cycle of abuse, healthy relationships wheel  
Are You Cool? – YWCA youth brochure  
Being a Witness  
Fresh Start - YWCA  
Help Starts Here series  
Helping Spirit Lodge – online resources <http://www.helpingspiritlodge.org/>  
Housing info publications  
How can I help my friend? – BWSS brochure  
If your child is taken by the BC MCFD  
Is someone you know being abused? Are you experiencing abuse?  
It can be stopped, where does it hurt  
Leaving an Abusive Relationship pamphlet - BC Council for Families  
LawLINE, LSS – though feedback indicated waiting time is too long for clients  
Living Together, Living Apart – LSS  
Mennonite Central Committee brochures – Home Shouldn't Be a Place That Hurts (in church washrooms)  
Non-criminal protective orders chart (Stogren, SRY Victim Services)  
Pocket calendar – Jeremy Foundation  
Poster – showing steps involved in dealing with family court re: child apprehension – (LSS? Not sure who published)  
Power and Control wheel - Duluth  
Role of Crown Counsel  
Safety tip sheet – Native Courtworkers  
Shelternet – safety planning  
Stopping the Violence: A guide for women facing domestic violence - YWCA  
Transition house pamphlet (local)  
Wallet card of resources (Domestic Violence Resource Card) – Vancouver Coastal Health & Providence Health Care  
Wallet card of resources – BWSS  
Wallet card on safety tips, in Punjabi  
Warning signs of abuse information sheet (? - this info is also in the YWCA brochure)  
Westcoast Reader special edition on Spousal Abuse (LSS cosponsor)  
When Love Hurts – Jill Cory & Karen McCann (McCandless?) Davis  
[www.endingviolence.org](http://www.endingviolence.org)

## Appendix C – Other Advocate Resources

Advocates were also asked for titles of other resources they consult **for their own reference** in working with clients facing violence in relationships. The following are some of the resources cited, in addition to those researched for this report:

Abuse wheel, healthy relationships wheel  
BSCPCA – Family Violence and Animal Abuse [\\_\\_\\_\\_\\_](#)  
BCYSTH (BC Yukon Society of Transition Houses) information  
Being a Witness – brochure  
BWSS materials  
Canadian Women’s Studies (journal?)  
CASAC website (?)  
Chart on non-criminal protection orders (Cindy Stogren of SRY Victim Services)  
Child support in BC  
Community Coordination for Women’s Safety (BC Government) – project materials for advocates  
Family Law Resource Manual for Community Based Advocates  
Family Violence Curriculum Kit for LINC students and teachers  
Government policy & legislation  
Health Canada publications  
Help, Hope and Healing series – BC govt – Ministry of Community Services  
Help is available - if you or someone you know is a victim of domestic violence  
Help Starts Here info sheets  
Hot Peaches  
If your marriage breaks up - Separation & divorce – LSS booklet  
In Plain Sight – Culhane & Robertson (life story anthology)  
Kelowna – Services for Women in Crisis Directory (Intercultural Society of Central Okanagan)  
LawLINE, LSS – including translations (not well publicized)  
Leaving an Abusive Relationship (BC Council for Families)  
Legal Process for Battered Women  
Listening to the Thunder - anthology  
Living Together, Living Apart - LSS  
Mennonite Central Committee brochures – Abuse Response & Prevention for Church, Ministry of Public Safety & Solicitor General  
National Clearing House on Family Violence  
Provincial policy on violence against women in relationships  
Relationships without Abuse – Victoria Family Violence Prevention Society  
Role of Crown Counsel - brochure  
Safety planning & risk assessment handouts  
Seattle Centre for Prevention of Abuse in Relationships – Faith Trust Institute  
Status of Women Canada  
Transition House Worker Training Materials  
Vancouver Red Book  
Victim Services info

WAVAW materials  
Welfare rights - LSS  
When Love Hurts  
YWCA (no detail provided)

**Agencies**

Victim Assistance Program  
Monarch Place  
PACE society  
Sheena's Place  
WISHES (WISH?)

## Appendix D – Survey Questionnaire

1. Are you a
  - a. Client
  - b. Advocate/community worker
  - c. Counsellor/social worker
  - d. Information/resource centre provider
  - e. Lawyer
  - f. LSS staff (intake, LIOW, other)
  - g. LSS lawyer
  - h. Paralegal
  - i. Volunteer
  - j. Transition house worker
  - k. Victims Services worker
  
2. Please let us know if you work with an Aboriginal group or services for immigrants refugees or clients who speak English as a second language. Check all that apply.
  - a. Aboriginal group
  - b. Services for immigrants
  - c. Services for refugees
  - d. Services for clients who speak languages other than English
  
4. What type of services do you provide for clients? Check all that apply.
  - a. Legal information
  - b. Legal referrals
  - c. Shelter or transition house
  - d. Family services and support
  - e. Information and referrals
  - f. Counselling on violence issues
  - g. Advocacy services
  - h. Other services (give details) – **Comments.**
  
5. What community/city do you work in? – **Comments.**

6. Please tell us which of these publications you are familiar with (This question refers to English versions) – rated “Familiar with this” or “Don’t know about this”:
  - a. Speaking of Abuse: Violence Against Women in Relationships
  - b. Speaking of Abuse: Violence Against Aboriginal Women in Relationships
  - c. For Your Protection: Peace Bonds and Restraining Orders
  - d. Battered Women’s Fact Sheet 1 – If you are an immigrant sponsored by your husband
  - e. Battered Women’s Fact Sheet 2 – Taking legal action
  - f. Battered Women’s Fact Sheet 3 – Custody and access
  - g. Battered Women’s Fact Sheet 4 – Peace bonds, restraining orders and no-contact orders
  - h. Battered Women’s Fact Sheet 5 – Can you stay in the family home on reserve?
7. How often do you give CLIENTS these publications? (This question refers to the English versions). Rated: daily, 2-4 times a week, once a week, once every 2 weeks, once a month, once every few months, never.
  - a. Speaking of Abuse: Violence Against Women in Relationships
  - b. Speaking of Abuse: Violence Against Aboriginal Women in Relationships
  - c. For Your Protection: Peace Bonds and Restraining Orders
  - d. Battered Women’s Fact Sheet 1 – If you are an immigrant sponsored by your husband
  - e. Battered Women’s Fact Sheet 2 – Taking legal action
  - f. Battered Women’s Fact Sheet 3 – Custody and access
  - g. Battered Women’s Fact Sheet 4 – Peace bonds, restraining orders and no-contact orders
  - h. Battered Women’s Fact Sheet 5 – Can you stay in the family home on reserve?
8. How often do you use these publications for your own reference? (This question refers to the English versions). Rated: daily, 2-4 times a week, once a week, once every 2 weeks, once a month, once every few months, never.
  - a. Speaking of Abuse: Violence Against Women in Relationships
  - b. Speaking of Abuse: Violence Against Aboriginal Women in Relationships
  - c. For Your Protection: Peace Bonds and Restraining Orders
  - d. Battered Women’s Fact Sheet 1 – If you are an immigrant sponsored by your husband
  - e. Battered Women’s Fact Sheet 2 – Taking legal action
  - f. Battered Women’s Fact Sheet 3 – Custody and access
  - g. Battered Women’s Fact Sheet 4 – Peace bonds, restraining orders and no-contact orders
  - h. Battered Women’s Fact Sheet 5 – Can you stay in the family home on reserve?
9. In your experience, what are the most frequently asked questions or information needs related to violence in relationships? Rated: very frequently, frequently, sometimes, rarely, never.
  - a. Calling police and the role of the police
  - b. Child custody and access issues
  - c. Court process when abuser is charged with a criminal offence
  - d. Defining violence/abuse in relationships
  - e. Financial issues – welfare, family home, property, etc.

Review of LSS Publications on Violence against Women in Relationships, March 2009

- f. Immigration, sponsorship, refugee issues
- g. Restraining orders and peace bonds
- h. Safety planning
- i. Statistics about violence against women in relationships

What other information do clients need that we have not listed? – **Comments.**

10. Please indicate which of these publications you feel address clients' questions and needs effectively. Check all that apply.

- a. Speaking of Abuse: Violence Against Women in Relationships
- b. Speaking of Abuse: Violence Against Aboriginal Women in Relationships
- c. For Your Protection: Peace Bonds and Restraining Orders
- d. Battered Women's Fact Sheet 1 – If you are an immigrant sponsored by your husband
- e. Battered Women's Fact Sheet 2 – Taking legal action
- f. Battered Women's Fact Sheet 3 – Custody and access
- g. Battered Women's Fact Sheet 4 – Peace bonds, restraining orders and no-contact orders
- h. Battered Women's Fact Sheet 5 – Can you stay in the family home on reserve?

Please add comments about what you like or don't like about any publication. – **Comments.**

11. Do you use other publications about violence against women in relationships? If so, list titles.

- a. For my own reference – **Comments.**
- b. For my clients – **Comments.**

12. Do you need any other information about violence in relationships? – **Comments.**

13. Please tell us which translated publications you use. Rated: use a lot, use sometimes, do not use.

- a. Speaking of Abuse – Chinese
- b. Speaking of Abuse – Punjabi
- c. Speaking of Abuse – Vietnamese
- d. Speaking of Abuse – Farsi
- e. Speaking of Abuse – French
- f. Speaking of Abuse – Russian
- g. Speaking of Abuse – Spanish
- h. Battered Women's Fact Sheets – Chinese
- i. Battered Women's Fact Sheets – Farsi
- j. Battered Women's Fact Sheets – Punjabi
- k. Battered Women's Fact Sheets – Spanish
- l. For Your Protection – Chinese
- m. For Your Protection – Punjabi

14. Do you need these materials in any other languages? Please tell us which languages.

- a. Speaking of Abuse – **Comments.**
- b. Battered Women's Fact Sheets – **Comments.**
- c. For Your Protection – **Comments.**

15. Do you or your clients need any other information about violence in relationships in other languages? – **Comments.**

16. Which formats work best for your clients? Rated: best format, useful, not useful. – **Comments.**

- a. Large booklet
- b. Small booklet
- c. Fact sheets 8 1/2 x 11
- d. One-page folded brochure
- e. Video
- f. DVD
- g. Podcast
- h. Online document
- i. Online video clips
- j. Posters
- k. Bookmarks
- l. Wallet cards

17. Which formats work best for you? Rated: best format, useful, not useful. – **Comments.**

- a. Large booklet
- b. Small booklet
- c. Fact sheets 8 1/2 x 11
- d. One-page folded brochure
- e. Video
- f. DVD
- g. Podcast
- h. Phone tape**
- i. Online document
- j. Online video clips
- k. Posters
- l. Bookmarks
- m. Wallet cards

18. How would your clients prefer print information to be provided? – **Comments.**

- a. One booklet covering all topics
- b. Shorter booklets, fact sheets, brochures, etc. focused on single topic areas.

18. How would you prefer print information for your reference provided? – **Comments.**

- a. One booklet covering all topics
- b. Shorter booklets, fact sheets, brochures, etc. focused on single topic areas.

19. In what way do you give clients printed information? Check all that apply.

- a. Available for pickup from public display rack
- b. After a phone inquiry
- c. During an in-person interview
- d. Follow-up after an in-person interview

Let us know if there are other situations when you hand out publications. – **Comments.**

20. How do you get copies of these publications? – **Comments.**

21. Please add comments or suggestions you would like us to consider. – **Comments.**