

**Environmental Scan of Services and  
Service Coordination  
for Woman Abuse in Toronto**

**Final Report**

**Prepared by: Judit Alcalde and Lea Caragata  
for Toronto Public Health  
November 2007**

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## **APPENDICES**

**APPENDIX A**  
**LIST OF KEY INFORMANTS**

## Key Informants<sup>1</sup>

### Social Services Sector

Louise Galego  
Executive Assistant  
Program and Policy  
Catholic Children's Aid Society

Roxanne Miller  
Partner Abuse Response Coordinator  
Naive Child and Family Services of Toronto

Virginia Koehler  
Violence Against Women Supervisor  
Catholic Family Services of Toronto

Lynda Kosowan  
Executive Director  
Scarborough Women's Centre

Vince Pietropaolo  
General Manager  
COSTI Immigrant Services

Verlia Stephens  
Program Manager  
Assaulted Women's Helpline

Felicidad Rodrigues  
Social Work Counsellor  
Working Women's Centre

Frank Chu  
Coordinator  
Chinese Family Services of Ontario

Margarita Mendez  
Executive Director  
Nellie's Women's Hostels Inc.

Carol Latchford  
Program Director  
Ernestine's Women's Shelter

Darlene Lawson  
Executive Director  
Barbra Schlifer Commemorative Clinic

Lisa Tomlinson,  
Intake Supervisor, Domestic Violence Team  
Children's Aid Society of Toronto

Laine Sanderson  
Community Mental Health Worker  
Native Child and Family Services of Toronto

Debra Feldman  
Supervisor, Woman Abuse and Group Programs  
Jewish Family and Child Service

Lisa Manuel  
Manager, VAW Program  
Family Service Association of Toronto

Cristina Santos  
Clinical Director  
Abrigo Centre

Kripa Sekhar  
Executive Director  
South Asian Women's Centre

Anika Raskobic  
Transitional Support and Housing Worker  
St. Christopher House

Amanda Dale  
Director of Advocacy and Communications  
YWCA

Eileen Morrow  
Coordinator  
Ontario Association of Interval and Transition  
Houses (OAITH)

Jodie Salerno  
Shelter Manager  
Ernestine's Women's Shelter

Cherie Miller  
Director, Counselling Services  
Barbra Schlifer Commemorative Clinic

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<sup>1</sup> This list includes participants in individual interviews and focus groups. Some interviews included 2 members of an organization.

## **Health Sector**

Sonja Nerad  
Community Health Programs Manager  
Access Alliance Multicultural Community  
Health Centre

Irene Gabinet  
Coordinator, Woman Abuse Prevention  
Program  
St. Joseph's Women's Health Centre

Margo Kennedy  
Woman Abuse Response Coordinator  
Toronto Western Hospital

Petra Norris  
Sexual Assault/Domestic Violence Nurse  
Examiner and Outreach Coordinator  
Sexual Assault and Domestic Violence Care  
Centre  
Women's College Hospital

Zaria John  
Social Worker  
St. Michael's Hospital

Liz Janzen  
Director, Healthy Communities  
Toronto Public Health

Anna Stewart  
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Reproductive and Infant Health  
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Angela Loconte  
Health Promotion Consultant  
Planning and Policy Urban Issues  
Toronto Public Health

Marnie Kraguliac  
Manager, Sexual Health Clinics  
Toronto Public Health

Celia Fernandes  
Health Promoter  
Access Alliance Multicultural Community  
Health Centre

Mercedes Umaña  
Therapist  
Women's Health In Women's Hands  
Community Health Centre

Robin Mason  
Researcher  
Violence and Health Research Program  
Women's College Research Institute

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Sexual Assault and Domestic Violence Care  
Centre  
Scarborough Hospital, Grace Division

Kathleen O'Connell  
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Parkdale Community Health Centre

Jan Lancaster  
Manager, Mental Health  
Toronto Public Health

Elaine Kingsley  
Manager, Healthy Living  
Sexual Health Promotion Program  
Toronto Public Health

Valerie Elliott-Carthew  
Manager, Healthy Families-  
Child Health  
Toronto Public Health

**Criminal Justice Sector**

Erin McCahery  
Manager  
Victim Witness Assistance Program

Bonnie Levine  
Executive Director  
Victim Services Program of Toronto

Catherine Finley  
Deputy Crown Attorney  
Ministry of the Attorney General

Sgt. Lorna Kozmik  
Domestic Violence Coordinator  
Community Mobilization Unit  
Toronto Police Service

**System-Wide Organizations**

Vivien Green  
Executive Director  
Woman Abuse Council of Toronto

Marsha Sfeir  
Executive Director  
Springtide Resources  
(formerly Education Wife Assault)

Wendy Komiotis  
Executive Director  
Metropolitan Action Committee on Violence  
Against Women and Children (METRAC)

Andrea Gunraj  
Outreach Manager  
Metropolitan Action Committee on Violence  
Against Women and Children (METRAC)

**APPENDIX B**

**LETTER TO KEY INFORMANTS**



Dr. David McKeown  
Medical Officer of Health

Susan Makin, Interim  
Director  
Planning & Policy

Public Health  
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Tel: 416-392-7463  
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smakin@toronto.ca  
www.toronto.ca/health

Dear,

Thank you for agreeing to be a Key Informant for Toronto Public Health's (TPH's) Environmental Scan of services, including the service system for woman abuse in Toronto. TPH has contracted Judit Alcalde and Lea Caragata to conduct the Environmental Scan.

Through Early Child Development funding, TPH has embarked on a Family Abuse Prevention project. One of the primary objectives of this project is to "reduce the incidence of abuse towards pregnant women and women with children aged 0-6 years". The Environmental Scan will provide input to facilitate the development of two initiatives within the Family Abuse Prevention Project: 1) a TPH organizational policy on identifying and responding to woman abuse and 2) Best Practice Guidelines for Healthy Families Public Health Nurses for identifying and responding to woman abuse, specifically woman abuse by male intimate partners.

The scan will collect information on programs and services in the criminal justice, social services, education and health sectors. Information will be collected on services available in Toronto for women who are abused by male intimate partners, for men who abuse, and service coordination systems among/within sectors that provide service to women abused by male intimate partners. Through the scan, TPH hopes to increase its understanding of the response system for women who experience intimate partner abuse. The scan will provide an analysis of services, including identifying strengths and gaps in services, service coordination, and the service system.

Information for the scan will be collected through interviews with key informants across sectors as well as a review of relevant reports, protocols, agreements and practice guidelines. Key informants are being identified by TPH staff, by other key informants, and from existing lists of services for woman abuse in Toronto.

The names of key informants, their position, and their organization will be listed in an appendix of the report. The list of participants will be kept separately from the data. In the analysis and reporting of the data, your responses will be aggregated with others and stripped of identifying information before being circulated in any form. If, however, any information is to be attributed directly to you or your organization, you will be contacted for permission and for review of accuracy. Upon completion of the project, you will receive a summary of the final report.

You will be interviewed by *Judit Alcalde/Lea Caragata* on *date and time*. by telephone. The interview should take approximately 45 minutes to an hour. The attached interview guide contains questions regarding your role, the role of your agency or organization, the spectrum of services delivered, operating or practice protocols or agreements, strengths and challenges in interagency collaboration and coordination, referral sources, funding and costs of service, and profiles of the women served. Please take a few minutes to read the attached interview guide before the interview. You may need to gather specific information from others prior to the interview. Some of the questions may not be relevant to your organization. You may feel free to decline to answer any question. If you choose not to answer any of the questions or to not participate, it will not have an impact on your, or your organization's, relationship with TPH.

If you have any questions about this letter or the interview, please contact Judit Alcalde at (*phone number and e-mail.*)

If you have any questions about the Environmental Scan and/or the Family Abuse Prevention project, please feel free to contact me at 416-338-7443 or [Fordham@toronto.ca](mailto:Fordham@toronto.ca).

Sincerely,

A handwritten signature in black ink that reads "Jan Fordham". The signature is written in a cursive, flowing style.

Jan Fordham  
Manager, Planning & Policy  
Healthy Families & Communities

**APPENDIX C**  
**INTERVIEW GUIDE**

**Toronto Public Health  
Woman Abuse Environmental Scan**

**Interview Guide for Key Informant Interviews**

The interview consists of questions about your agency and the specific programs and services that you provide. We will also ask more general questions about your perception and judgment (based on your experience) of the issues, gaps and strengths of services, service coordination systems, and the service system response in Toronto related to woman abuse. We are interested in hearing about both services for women who have experienced abuse by male partners as well as those for men who abuse.

**A. ROLE OF ORGANIZATION**

- 1) Can you please describe your role, including your title?
- 2) What is your organization's role related to woman abuse? (Probes: awareness raising/education, direct service, service coordination, advocacy)?
- 3) How long has your agency had this role? Has it evolved over time? How?
- 4) What are the sources of funding for your services? (Probes: permanent funding, time limited funding, project funding)

**B. DESCRIPTION OF SERVICES**

- 1) Can you please describe in detail the services you provide? (Probes: counselling, support groups, legal support, transitional support, awareness raising/education, high-risk identification, crisis intervention, job skills, men's programs...) Do you have written information describing your services that we may have?
- 2) Have there been any changes in service provision over the last few years? If yes, can you please describe these changes?

**C. DIRECT SERVICES**

- 1) If your agency/organization provides counselling or support groups for women/men: a) who provides the service? b) is a specific model of intervention used? (Please describe) c) what is the intensity and duration of the service?
- 2) Does your organization assess for level of risk? Do you use specific safety interventions in high-risk cases? (Probes: safety plans, technological approaches, case-consultation/coordination)
- 3) Does your organization provide services/programs for children of women who have experienced abuse/are experiencing abuse? If yes, please describe. If no, are you aware of any specific programs in Toronto?

#### D. ACCESS TO DIRECT SERVICES

- 1) Can you describe the women (or men) your organization provides service to? Are there any characteristics that stand out among those you serve? (Probes: age, ethno-cultural background, socio-economic status, education...)
- 2) Does your organization have specific inclusion/exclusion criteria, catchment areas or other priorities or limits on who you serve? Please describe.
- 3) How many women who have been abused (or men who have abused) does your agency serve in each of the programs/services you have described? (Probes: in support groups, over a month? a year?)
- 4) Do you maintain a waiting list? If yes, what is the average length of time people wait before accessing service?
- 5) Do clients pay for the services you provide? If yes, what is the range /average cost of services by type of service?
- 6) What specific things does your organization do to increase access to your services? (Probes: translation/interpretation services, staff who speak other languages, outreach services, barrier-free, physical accessible premises, training for staff) Are there specific groups of women who have been abused (or men who abuse) who are eligible for your services but who you believe do not access them? If yes, what leads you to believe this? Do you believe their needs are being met somewhere else? Do you have recommendations for meeting the needs of this group of women/men?

#### E. SERVICE COORDINATION-AGENCY SPECIFIC

- 1) How do your specific programs or services and your organization relate to other sectors and service providers?
- 2) Do you have protocols or service agreements? Practice guidelines? How does your organization follow these? What impact has the development of specific practice guidelines, protocols, and/or service agreements had on service provision or coordination?
  - If you have such documents, may we have copies?
  - Do you know of other key documents or protocols in place in Toronto? If yes, do you know who we could contact to obtain a copy?

#### F. THE SERVICE SYSTEM RESPONSE, INCLUDING SERVICE COORDINATION

- 1) When a woman discloses abuse, is there a coordinated or integrated response in place involving multiple agencies? Please describe the response, including how women flow through the system? Please describe what is working well/not working well? Have there been any changes in the past several years?
- 2) What do you see as some of the strengths and gaps to a coordinated response when a woman is experiencing /discloses abuse in Toronto as well as in dealing with abusive men? (Probes: specific services, access, coordination, consistency, geography.)

- 3) Please describe what you think the barriers and challenges are in addressing and responding to women who have experienced/are experiencing abuse? (Probes: at a policy level? other services? coordination? access? funding? education?)
- 4) What do you think needs to happen to improve services and the service system for women who have been abused (and men who abuse)? (Probes: different levels – services, coordination, policy).
- 5) Are you (your organization) involved in any advocacy initiatives to address gaps in services, service coordination, or the service system response for women who experience abuse (and men who abuse) in Toronto?

G. OTHER

- 1) Are there any other organizations that work in the area of woman abuse that you believe we should talk to for this environmental scan?

Thank you for participating in this interview. If in the next few weeks, you think of any additional information you would like to provide, you could contact Judit Alcalde at (e-mail address) or at (phone number).

**APPENDIX D**

**SUMMARY OF PARTICIPATING AGENCIES'  
RESPONSES TO WOMAN ABUSE**

## Summary of Participating Agencies' Responses to Woman Abuse

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<b>Social Services Sector: Child Welfare Agencies</b>		
<p><b><u>Children's Aid Society of Toronto (CAST)</u></b></p> <p>Provincially mandated child protection agency</p> <p>Funded primarily by the Ministry of Children and Youth Services (MCYS); other funders for specific programs</p>	<ul style="list-style-type: none"> <li>▪ Intake screens all telephone calls and refers, as appropriate, to specialized Domestic Violence (DV) team</li> <li>▪ 90% of the DV team's work is related to violence against women (VAW)</li> <li>▪ The DV team has 7 front line workers, responsible for all direct DV work in the agency (5000+ DV referrals/year)</li> <li>▪ The team cannot absorb all of the DV cases</li> <li>▪ Standard protocol: interview the woman first, then interview the children and follow up with the man</li> <li>▪ Uses the Campbell Danger Assessment tool for risk assessment</li> <li>▪ Major questions in assessment: Is the child safe? What is the man's level of risk to the child and woman? Is parenting compromised?</li> <li>▪ Assessment within 24 hours or 7 days, depending on whether there is an immediate risk to the children and the woman or an indication of compromised parenting (based on initial intake screening)</li> <li>▪ Assessment determines the nature of the response with follow-up services ranging from safety planning and support, referral and limited counselling to apprehension of any involved children (although apprehension is rare)</li> <li>▪ The DV team coordinates access to VAW shelters directly using 13 shelters</li> <li>▪ A DV team staff member is assigned to these shelters to ensure coordination (each staff member works with 4-5 shelters)</li> <li>▪ Beginning a volunteer program to provide court accompaniment</li> <li>▪ Services for children include assessment and referral, supervised non custodial parent visits, referrals to VAW services for women and referrals to programs for men</li> </ul>	<ul style="list-style-type: none"> <li>▪ MCYS mandate shapes their role as their primary obligation is child protection</li> <li>▪ Has established a separate DV team indicative of prioritization of VAW</li> <li>▪ More integrated into VAW system now than in the past</li> <li>▪ New immigrants are often most vulnerable</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Catholic Children's Aid Society (CCAS) of Toronto</u></b></p> <p>Provincially mandated child protection agency primarily serving the Catholic community</p> <p>Funded primarily by the MCYS</p> <p>CCAS is not a VAW agency, however, in the work of providing child protection services, it works with families experiencing woman abuse</p>	<ul style="list-style-type: none"> <li>▪ Centralized Intake Department screens all calls for the presence of domestic violence and the cases are assigned to a child protection worker</li> <li>▪ Standard protocol: Customized approach that generally engages the woman first; arranges to interview the child and then has follow-up interview with the woman's partner/husband and/or the child's father</li> <li>▪ Assessment within 12 hours or within 7 days. The response depends on whether there is an immediate risk to the child and/or woman or an indication of compromised parenting (based on initial intake screening)</li> <li>▪ Key question in assessment: "Is the child safe?" and "Is the mother safe?"</li> <li>▪ Services offered to women are focused on supporting family involvement while reducing risk of further abuse</li> <li>▪ Assessment determines the nature of the response with follow-up services ranging from safety planning and support, referral and coordination of services, limited counselling, advocacy and court intervention, if necessary, to ensure the protection of children</li> <li>▪ Services for children and their mothers include assessment and referral, advocacy, supervised non-custodial parent access and parent support to increase knowledge of the impact of exposure of children</li> <li>▪ The agency's response to families dealing with woman abuse issues is shaped by their internal Domestic Violence response Committee, best practice protocols and internal policies and procedures</li> <li>▪ Works collaboratively with Catholic Family Services to offer groups for fathers who have perpetrated violence against their partners and/or children and have not been criminally charged. CCAS also works collaboratively with community agencies that offer the "Fathering Without Violence Program"</li> </ul>	<ul style="list-style-type: none"> <li>▪ MCYS mandate shapes their role as their primary obligation is child protection.</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Jewish Family and Child Service (JF&amp;CS)</u></b></p> <p>Provincially mandated child protection agency primarily serving the Jewish community of Toronto</p> <p>Funded by the MCYS; other funders for specific programs</p> <p>Provides a broad range of support services to families; emphasis on services to the Jewish community</p>	<ul style="list-style-type: none"> <li>▪ Has delivered VAW programs for 30 years</li> <li>▪ Intake screens calls and refers to woman abuse program, as appropriate</li> <li>▪ Assessment within 24 hours, 7 days or within 2 weeks depending on whether there is an immediate risk to the woman or an indication of compromised parenting or risk to the child (based on initial intake screening)</li> <li>▪ Provides crisis, individual and group counselling, both long and short term</li> <li>▪ Approximately 350 women/year served in counselling and groups; all women in groups receive individual counselling</li> <li>▪ Provided service to 1060 women, children and men in 2006/2007</li> <li>▪ 1 worker is assigned to housing, court, lawyer referral, and accompaniment</li> <li>▪ Provides one program for men – Men’s Abuse Prevention group – 16 week closed voluntary group for men who have been abusive</li> <li>▪ Services for children include assessment and referral, supervised non custodial parent visits, supportive family counselling and placement as well as “Here To Help”, a program specific to children from families where VAW has occurred.</li> <li>▪ Provides “Here to Help” program for approximately 96 children/ year in partnership with a diverse range of North Toronto agencies; women and children from those agencies eligible in addition to those referred directly by JF&amp;CS</li> <li>▪ Conducts outreach - e.g., video ”Women’s Voices, Women’s Choices”</li> <li>▪ All practices conform to best practice guidelines from Woman Abuse Council of Toronto (WACT)</li> <li>▪ Sliding scale, very few fees collected</li> </ul>	<ul style="list-style-type: none"> <li>▪ MCYS mandate shapes their role as their primary obligation is child protection, with some deviation/ specialization to serve their cultural community</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Native Child and Family Services of Toronto (NC &amp;FS)</u></b></p> <p>Provincially mandated child protection agency primarily serving the Aboriginal community</p> <p>Funded by the MCYS; other funders for specific programs</p>	<ul style="list-style-type: none"> <li>▪ Intake screens all telephone calls and refers to woman abuse program, as appropriate</li> <li>▪ Assessment within 24 hours, 7 days or 2 weeks depending on whether there is an immediate risk to the woman or an indication of compromised parenting (based on initial intake screening)</li> <li>▪ Services for children include assessment and referral, supervised non custodial parent visits, supportive family counselling, “Here to Help” program, and placement</li> <li>▪ Other services include an Empowerment Circle, a 2 week family focused program for women who have left an abusive relationship, and the PAR program for men</li> <li>▪ Provides native specific programs; majority of clients are internal referrals through their child protection intake</li> <li>▪ Developing a “Fathering without Violence” program - 12 weeks; more solution-focused than PAR program</li> <li>▪ 1 Transitional housing and support worker</li> <li>▪ Innovative Aboriginal Circle run out of Toronto East Detention Centre cited as an effective intervention with the abusing partner</li> </ul>	<ul style="list-style-type: none"> <li>▪ MCYS mandate shapes their role as their primary obligation is child protection, with some deviation/ specialization to serve their cultural community</li> <li>▪ Services emphasize re-assertion of First Nations culture, culturally relevant responses and innovation</li> <li>▪ NC&amp;FS differs from some VAW services in their attention to men’s treatment, (e.g.,strong support for men to have individual counselling, in which a major focus is rebuilding their sense of culture, knowledge, and attachment)</li> </ul>
<b>Social Services Sector: Shelter and Housing</b>		
<p><b><u>The Ontario Association of Interval and Transition Houses (OAITH)</u></b></p> <p>Provincial coalition primarily of first stage emergency shelters for abused women and their children</p> <p>Funded primarily by Status of Women Canada and through membership fees</p>	<ul style="list-style-type: none"> <li>▪ Represents 75 shelters across Ontario, including 11 in Toronto</li> <li>▪ Main role is advocacy, focussing on issues relevant to abused women and their children (e.g., cuts to funding)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Funding at risk due to changes to Status of Women Canada– no longer funds advocacy</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Nellie's Women's Hostels Inc.</u></b></p> <p>Shelter serving homeless women or women who have experienced abuse</p> <p>Funded by the City of Toronto, VAW programs and the Ministry of Community and Social Services (MCSS)</p>	<ul style="list-style-type: none"> <li>▪ Has operated for more than 30 years</li> <li>▪ 36 beds</li> <li>▪ Strong service focus on most vulnerable women; majority of clients are women who have either been abused, live in poverty, are immigrants, or have mental health problems</li> <li>▪ 2 full-time and 1 part-time outreach workers and 1 transitional support worker</li> <li>▪ All women meet at least once weekly with a counsellor for support</li> <li>▪ Maximum length of stay is 4 months; some flexibility</li> <li>▪ New immigrants often stay for 6 months as they face additional barriers to finding permanent housing</li> <li>▪ Advocacy is a critical part of Nellie's mandate; directed by a standing committee of their Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>▪ Will take women directly as well as through central shelter intake as calls by an abused woman to central intake can trigger a call to child protection services if the woman has children and does not come to the shelter; thus some women are reluctant to use central intake</li> </ul>
<p><b><u>Ernestine's Women's Shelter</u></b></p> <p>Emergency shelter for women and children escaping situations of violence</p> <p>Core funding through United Way and MCSS</p>	<ul style="list-style-type: none"> <li>▪ Programs include: Temporary Shelter for Women; Youth and Children Fleeing Violence services; Child and Youth Services; Legal Support; Transitional Housing and Support; Housing program, Skills Exchange; Outreach and Follow-up; and Volunteer Program</li> <li>▪ 28 FTE staff with 22 languages; 90 women in shelter-2005/2006 (with 22 beds); recent increase to 32 beds; average stay is 4 to 6 months</li> <li>▪ Sees approximately 80 women per year in Transitional Support Program</li> <li>▪ 24 hour Crisis Line</li> <li>▪ Fully accessible</li> </ul>	<ul style="list-style-type: none"> <li>▪ Program changes over the years have come about because of program evaluation</li> <li>▪ Primary referral has never been through Central intake - women can call directly</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<b>Social Services Sector: Social and Community Support Agencies</b>		
<p><b><u>Barbra Schlifer Commemorative Clinic</u></b></p> <p>Counselling, legal, interpretation, information and referral service for women who are survivors of violence</p> <p>Funded by the City of Toronto, The Law Foundation of Ontario, Ministry of the Attorney General (MAG), Ministry of Citizenship and Immigration (MCI), MCSS, Ministry of Health and Long Term Care (MOHLTC) and United Way of Greater Toronto</p>	<ul style="list-style-type: none"> <li>▪ Numerous programs for survivors of abuse</li> <li>▪ About 24 staff – dealing with many forms of VAW</li> <li>▪ 4 Transitional and Housing Support Workers provided service to 395 women in 2005/06</li> <li>▪ Provided individual counselling up to 6 months, to over 750 women survivors of partner abuse in 2005/06</li> <li>▪ Provides open trauma groups and partner abuse groups (continual groups that are not closed to new members)</li> <li>▪ Waiting list for counselling services is an average of 2 months – kept to 2 months by providing open groups and referring women to other counselling services</li> <li>▪ Over 200 interpreters provide free interpreter service for not-for-profit organizations in 62 languages; 7 days per week; over 1017 women served in 2005/06</li> <li>▪ Provides legal services to women whose income is higher than Legal Aid cut-off, but who cannot afford a lawyer; 1,061 women served in 2005/06</li> <li>▪ Provides advocacy and case management for clients</li> </ul>	<ul style="list-style-type: none"> <li>▪ Women who have money resolve issues without seeking help of a non-profit organization; serve the most vulnerable women; many refugees</li> <li>▪ Insufficient funding is a key issue</li> <li>▪ Needs to continuously adapt to meet capacity; hence open groups</li> <li>▪ Spends time meeting needs of women accessing the Clinic</li> <li>▪ Needs more outreach to reach women who don't make it in to the system</li> <li>▪ Works in multiple languages</li> <li>▪ Committed to assessing safety</li> <li>▪ Huge shortage of long term counselling</li> </ul>
<p><b><u>Assaulted Women's Help-Line</u></b></p> <p>24 hour telephone and TTY crisis line for women throughout Ontario, since 2001</p> <p>Started as a Toronto program</p> <p>Funded by the MCSS and the City of Toronto</p>	<ul style="list-style-type: none"> <li>▪ Crisis line for abused women, their friends and family members, service providers, and other professionals in contact with abused women</li> <li>▪ 50,000 calls per year across province</li> <li>▪ Access to 154 languages, including 3 Aboriginal languages</li> <li>▪ Discusses safety planning with all women who call</li> <li>▪ Provides emotional support</li> <li>▪ Has a list of referrals</li> <li>▪ Works from an anti-racist, anti-oppressive framework</li> <li>▪ Provides community training on woman abuse and on the Feminist Anti Racist Anti Oppressive (ARAO) Framework</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lack of funding is a key issue; fundraising required to cover agency budget</li> <li>▪ Women call following outreach</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Abrigo Centre</u></b></p> <p>A multi-service agency geared to Portuguese speaking communities, with a primary focus on abuse</p> <p>Funded by the MCSS for VAW programs</p>	<ul style="list-style-type: none"> <li>▪ Provides VAW individual counselling in Portuguese and English</li> <li>▪ Provides group counselling in Portuguese</li> <li>▪ Counselling includes full spectrum from risk assessment to crisis intervention to long term support</li> <li>▪ Counselling is not time limited; emphasizes women becoming independent</li> <li>▪ Works from a feminist anti-oppressive framework</li> <li>▪ Provides four 16 week open Partner Abuse Response (PAR) groups for men; 1 Portuguese and 3 English</li> <li>▪ Includes partner contact</li> <li>▪ Provides transitional housing and support program</li> <li>▪ Serves approximately 780 women per year in VAW program(s) and 170 women/men per year in the PAR program</li> <li>▪ Follows WACT protocol for PAR program and WACT Best Practice Guidelines for other programs</li> <li>▪ Follows VAW/Children's Aid Society protocol</li> </ul>	<ul style="list-style-type: none"> <li>▪ Seeing second generation of abused women; increased number with multiple complex issues</li> </ul>
<p><b><u>COSTI Immigrant Services</u></b></p> <p>Multi-service agency that has historically served Italian Canadians across Toronto; reaches out to other ethno-cultural communities</p> <p>Funded by a range of sources: including the MAG, the MCSS, and the United Way</p>	<ul style="list-style-type: none"> <li>▪ VAW specific staffing includes access to 6 social workers, one of whom is located in a satellite office - 2 full time staff equivalents respond only to woman abuse</li> <li>▪ Serves 279 women/year in DV program (2005 data)</li> <li>▪ Provides individual counselling, crisis and safety planning, a legal aid clinic with Italian speaking lawyers working pro bono, a PAR program, a women's education and support group related to abuse and a Violence Against Women group</li> <li>▪ Provides a children's group, as needed</li> <li>▪ Coordinates and delivers a 12 week psycho-educational group for Spanish speaking women, with Barbra Schlifer Clinic</li> <li>▪ COSTI North York Centre located across the hall provides housing and settlement services for newcomers who may be experiencing woman abuse</li> </ul>	<ul style="list-style-type: none"> <li>▪ Flexible service maximizes flexibility; will meet anywhere, provide TTC tickets, and respond with appropriate linguistic support</li> <li>▪ Abuse is a priority for service</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
	<ul style="list-style-type: none"> <li>▪ Works with ethno-specific organizations to provide prevention programs focussed on immigrant communities</li> <li>▪ Wait time for counselling is kept to a 2 week maximum</li> </ul>	
<p><b><u>St. Christopher House</u></b></p> <p>A multi-service neighbourhood centre working with diverse individuals, families, and groups</p> <p>Funding from various sources, including the MCSS</p>	<ul style="list-style-type: none"> <li>▪ The Woman Abuse Program assists abused women and their children to deal with immediate, urgent situations and to increase their knowledge, skills and strength for dealing independently with these issues in the future. The program values self-determination and self-reliance in order to promote violence-free lives</li> <li>▪ Working from an anti-oppression, feminist perspective, the Woman Abuse Program offers: individual counselling in multiple languages; group counselling, 6-8 weeks/2-3 groups per year; individual and group counselling for children who have witnessed abuse; and advocacy</li> <li>▪ Focus is primarily women who are new immigrants</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Woman Abuse Program is committed to encouraging diversity, eliminating barriers to participation and taking action against improper discrimination in the populations it serves - including discrimination based on colour, race, ancestry, ethnic origin, place of origin, citizenship, creed, age, gender, sexual orientation, disability and family or marital status</li> <li>▪ To maximize participation, women, youth and children must have access to linguistically appropriate and culturally sensitive services</li> <li>▪ Language barriers exist despite using cultural interpreters</li> </ul>
<p><b><u>Chinese Family Services of Ontario</u></b></p> <p>A non-profit family service agency with a focus on Chinese Canadians</p>	<ul style="list-style-type: none"> <li>▪ Provides a women's program, including education, transitional support, crisis intervention, referral and counselling</li> <li>▪ Counselling and case management are provided through agency social workers/counsellors and 2 transitional and housing support workers in Mandarin,</li> </ul>	<ul style="list-style-type: none"> <li>▪ Women experience language barriers and feelings of shame</li> <li>▪ Need more community education regarding violence</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p>Abuse programs funded by numerous sources, including the MAG, United Way of Greater Toronto, MCSS and community donations</p>	<p>Cantonese and English</p>	<ul style="list-style-type: none"> <li>▪ Serve newcomers, refugees, first and second generation Chinese</li> <li>▪ Vietnamese clients and families are served only in the Partner Assault Response Program</li> </ul>
<p><b><u>South Asian Women's Centre</u></b></p> <p>Settlement agency serving women and their families in 17 South Asian languages</p> <p>Raises awareness, both within and outside the community, about cultural, economic and social needs</p> <p>Provides direct support</p> <p>Funded by Citizenship and Immigration Canada, Ontario Ministry of Citizenship and Immigration, the City of Toronto, and United Way grant money</p>	<ul style="list-style-type: none"> <li>▪ On issues of violence and abuse, SAWC focuses primarily on abuse faced by women and children</li> <li>▪ Assesses for risk and provides information and referral when abuse disclosed</li> <li>▪ Calls police if woman agrees</li> <li>▪ Developed a mentoring program in which women share information about how they left an abusive situation</li> <li>▪ Programs include: Youth group for young South Asian women and girls (13-18), language-sensitive wellness groups, and seniors' groups</li> <li>▪ Sees about 10,000 clients - women and family members yearly</li> <li>▪ Large percentage of women who seek SAWC support have experienced abuse and violence</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not funded to work on abuse; VAW is not always seen as a settlement issue</li> <li>▪ Needs to be recognition that VAW issues are linked to settlement</li> <li>▪ Trying to increase awareness of the link between VAW and settlement through the Ontario Coalition of Agencies Serving Immigrants (OCASI), the Council of Agencies serving South Asian (CASSA), and the South Asian legal clinic of Ontario (SALCO)</li> <li>▪ OCASI provides VAW training to settlement agency staff</li> <li>▪ Had 3 year temporary funding for abuse counsellor – presently no funding</li> <li>▪ Gap in terms of referral to agencies - many South Asian women do not feel safe outside their community</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Scarborough Women's Centre</u></b></p> <p>Assists women who want to leave an abusive or isolating situation to make long-term changes</p> <p>Funded by the City of Toronto and the Ontario Women's Directorate (OWD)</p>	<ul style="list-style-type: none"> <li>▪ Telephone information referral about community resources</li> <li>▪ Educational courses and workshops such as Re-Building Self Esteem After Leaving an Abusive Relationship: Dealing with Anger; a group for women who are parenting children with disabilities, etc.</li> <li>▪ Young Women's Outreach</li> <li>▪ Outreach to women with disabilities</li> <li>▪ Individual counselling; 3 week wait for brief solution focused counselling (6-12 weeks)</li> <li>▪ Serves 300 women a year for counselling</li> <li>▪ Trained volunteers can provide one-to-one mentoring for women in transition</li> <li>▪ Trained volunteers can provide tutoring for women who wish to improve their conversational English</li> <li>▪ 50% of clients are newcomers</li> <li>▪ 90% of clients are Scarborough residents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Economic Self-Sufficiency Program (ESSP) that served women who had left an abusive situation and were at risk of returning because of limited finances is no longer funded. The ESSP served 30 women/yr, 85-90% of whom didn't return to their abusive partner</li> <li>▪ A new version of the ESS Program, "Rebuilding Our Lives" has recently been funded by the MAG's Ontario Victim Support Services Program. In partnership with Centennial College, the program will include access to academic assessment and college courses</li> <li>▪ Will be involved in the Scarborough Access Project, a co-location model which will provide one-stop access to services for women experiencing abuse</li> <li>▪ Clients are experiencing abuse, emotional health issues, poverty, newcomer integration, and/or isolation</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Catholic Family Services of Toronto</u></b></p> <p>Community-based agency providing counselling and wellness programs for families</p> <p>VAW program funded by MCSS and ShareLife</p>	<ul style="list-style-type: none"> <li>▪ VAW program has 5 full-time staff (4 counsellors and 1 transitional housing support worker)</li> <li>▪ Provides individual, group and family counselling to women and their children where there are woman abuse issues</li> <li>▪ Sliding scale payment for counselling</li> <li>▪ Provides a weekly open-ended group for women to offer an immediate support and entry point for other services</li> <li>▪ Provides small, closed groups for women 3 to 4 times a year, focusing on the impact of woman abuse, safety, and relationship issues</li> <li>▪ Provides a transitional housing and support program</li> <li>▪ Serves 400-500 women per year in VAW program</li> <li>▪ Provides individual counselling for men as well as a men's group- "Choosing to Change"</li> <li>▪ Provides couple counselling for DV based on a double team model they've developed that maintains women's safety</li> </ul>	<ul style="list-style-type: none"> <li>▪ Works with clients that are referred for services from both Toronto CASs</li> <li>▪ Do not need to be Catholic to receive service</li> <li>▪ Participates with North York VAW agencies to provide the Here to Help Program</li> <li>▪ Participates in the WACT sub-committees</li> </ul>
<p><b><u>Working Women's Centre</u></b></p> <p>Community agency providing settlement and woman abuse programs for over 30 years</p> <p>Funded through various sources, including the OWD, the City of Toronto, and the MCSS</p>	<ul style="list-style-type: none"> <li>▪ Provides language instruction and employment training programs for women</li> <li>▪ Provides individual counselling ; 5-8 sessions; focuses on socio-economic issues, healing processes, and leaving the abusive partner</li> <li>▪ Provides open and closed groups – 2 different modules: 1) focus on how to achieve personal success and positive thinking and leadership development and 2) Demystifying Abuse – groups of 10 women focus on empowerment and healing</li> <li>▪ Approximately 350 women per year receive counselling and group interventions</li> <li>▪ Provides awareness raising and referral to other agencies</li> <li>▪ Provides wellness and recreation programs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Serves primarily immigrant women; some younger third generation women</li> <li>▪ Women access agency for settlement programs; can be referred to VAW services</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>YWCA</u></b></p> <p>Multi-service agency with over 30 programs, all of which are relevant to VAW</p> <p>Funded by United Way, three levels of government and fundraising initiatives</p>	<ul style="list-style-type: none"> <li>▪ Operates two violence against women shelters, exclusively for women leaving abusive situations, with a total of 60 beds - the YWCA Women's Shelter in East Toronto and YWCA ARISE in the Annex in Central Toronto</li> <li>▪ Operates a homeless women's shelter with 44 emergency beds and 12 transition beds; half of the beds are for young women; many of these women have experienced abuse</li> <li>▪ Operates Beatrice House for high-risk lone mothers with young children, many of whom are survivors of abuse. Beatrice House provides a high quality early childhood development centre for children from infancy to six years</li> <li>▪ Operates a 77 unit permanent housing apartment building for single women and women with children, with a priority for abused women, in the Leslieville area</li> <li>▪ Opening a new 68-unit permanent apartment building for single women and women with children in Rexdale in the early fall 2007 with priority given to women fleeing abuse</li> <li>▪ Provides "Breakthrough" group program for women who are/have experienced abuse; 12 weeks in duration</li> <li>▪ Currently running a pilot employment program, "Moving on to Success", for women who have experienced violence</li> <li>▪ Provides "Here to Help" program in south east quadrant of Toronto for children who have witnessed the abuse of their mothers</li> <li>▪ Runs YWCA December 6 Fund which administers non-interest bearing loans to women and their children leaving abusive situations</li> <li>▪ Consortium member of FLEW (Family Law Education for Women) which develops materials, offers public legal education and community outreach to inform and enable vulnerable, isolated and abused women who are facing family law issues</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sees more women with multiple, complex and unaddressed needs than in past (e.g., women who have experienced war trauma, have lost entire families and now experience violence in the home)</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Family Service Association of Toronto</u></b></p> <p>Multi service agency providing counselling, community development, public education and advocacy</p> <p>Funded by the United Way, the MAG, the MCCS and other levels and branches of government, and multiple other sources</p>	<ul style="list-style-type: none"> <li>▪ Provides specific, focused VAW program with 10 staff; serves over 1000 women per year</li> <li>▪ Responds to crisis calls and provides short and longer term support</li> <li>▪ Provides individual counselling and groups in Farsi, Tamil, Somali, Hindi, Punjabi, Urdu</li> <li>▪ Provides safety planning, counselling, court accompaniment on an ad hoc basis, groups and other activities.</li> <li>▪ Provides PAR (2nd largest PAR provider) in English, Farsi and Tamil</li> <li>▪ When men speak other languages, cultural interpreters used in PAR</li> <li>▪ Services to men are spatially separated from services to abused women</li> <li>▪ Provide a group for children who have witnessed abuse or who live in families in which the mother has been abused</li> <li>▪ Services are also provided to women with an intellectual delay who are being abused</li> <li>▪ The Seniors and Caregivers Support Unit works with older women who are being abused</li> </ul>	
<b>Criminal Justice Sector</b>		
<p><b><u>Toronto Police Service</u></b></p> <p>Police Service for the city of Toronto involved in law enforcement, crime prevention and community mobilization</p>	<ul style="list-style-type: none"> <li>▪ Provides direct response to DV calls</li> <li>▪ Mandated DV coordinator for each police service since 2000, Provincial Policing Adequacy Standards LE024</li> <li>▪ DV detective in each division attends the area Court Advisory Committee which meets to coordinate services for women in a specific court area</li> <li>▪ Conducts risk assessment</li> <li>▪ Refers to Victims Services for support</li> <li>▪ Increased awareness, education and community mobilization; involved in activities such as school campaigns, lectures, agency training days, creating a web site in multiple languages, increased outreach to diverse communities, including distribution of flyers, and awareness raising in the same sex community</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sees big increase in dating relationship violence</li> <li>▪ Diversity of Toronto is the biggest challenge they are trying to meet</li> <li>▪ Involved in Scarborough Access Project, a co-location model for services for women experiencing abuse</li> <li>▪ Offender management/Victim support program now city wide</li> <li>▪ DV one of 6 service priorities for 2006-2009</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
<p><b><u>Crown Attorney's Office, Ministry of the Attorney General (MAG)</u></b></p> <p>Involved in the prosecution of domestic violence cases; working in 5 courts in Toronto through the MAG</p>	<ul style="list-style-type: none"> <li>▪ The MAG funds and is responsible for specialized DV Courts, including the Victim Witness Assistance Program and the Partner Abuse Response Program (PAR)</li> <li>▪ 5 specialized DV Courts in Toronto – College Park, Old City Hall, Etobicoke, North York and Scarborough</li> <li>▪ As soon as the police lay a charge in a DV case, the DV Court process starts</li> <li>▪ DV Court process is supported by Court Advisory Committee which meets to coordinate services for women in a specific court area</li> </ul>	<ul style="list-style-type: none"> <li>▪ DV Courts result in a more holistic approach to dealing with DV prosecutions</li> <li>▪ DV Court Advisory Committees and cross-training sessions have improved coordination of services resulting in improved support provided to more women</li> </ul>
<p><b><u>Victim/Witness Assistance Program (VWAP)</u></b></p> <p>Under the direction of the Ontario Victim Services Secretariat (OVSS)- MAG, the Victim/Witness Assistance Program is a court-based program that provides information, assistance and support to vulnerable victims of crime in order to improve their understanding of and participation in the criminal court process</p>	<ul style="list-style-type: none"> <li>▪ Works with women (and children) whose abusive partners are going through the criminal justice process</li> <li>▪ VWAP staff work closely with the DV Courts to support, advocate and empower women</li> <li>▪ Provides service around safety concerns, needs assessment, crisis intervention, information, court updates, provision of court documents such as bail/probation papers and Victim Impact Statements, support, advocacy with criminal justice partners, court preparation, and referral to community agencies such as the Domestic Violence Emergency Response Program (DVERS), Support Links and other community based agencies</li> <li>▪ Advocates on behalf of DV clients to the crown attorney</li> <li>▪ Outreach efforts are made to cases of DV referred to the VWAP</li> <li>▪ Arranges for language interpreters, as required, and provides a safe and secure waiting space</li> <li>▪ Co-leads, with the crown attorney, the DV Advisory Committee meeting, which is comprised of representatives from the Woman Abuse Council of Toronto, the Metro Toronto Police, Duty Counsel, the Partner Abuse Response Program, Probation and Parole, and community agencies</li> </ul>	<ul style="list-style-type: none"> <li>▪ DV courts are now operating across much of the province of Ontario</li> <li>▪ DV cases comprise 70-75% of the VWAP caseload in the Toronto Region</li> <li>▪ A high quality of service is provided to victims of domestic violence in spite of increasing caseload volume and the need for additional staff resources</li> </ul>

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<p><b><u>Victim Services Program, Toronto</u></b></p> <p>Non-profit organization that helps victims of crime and/or sudden tragic circumstances; focus on restoring and enhancing the victim's quality of life and preventing re-victimization</p> <p>Works closely with criminal justice system</p> <p>Funded by the MAG and the City of Toronto</p>	<ul style="list-style-type: none"> <li>▪ 17-18 full-time staff</li> <li>▪ Provides the Victim Crises Response Program; operates 24/7; police call Victim Services when there is a victim of any crime, including DV; Victim Services stays with the victim and provides support, follow-up, and linkage with services</li> <li>▪ Provides Domestic Violence Emergency Response Program (DVERS) for women in high-risk abusive situations; women need to meet high-risk criteria (e.g., restraining order against abuser); provides safety planning, case management, counselling and individual advocacy; women receive a personal alarm linked to 911; 300 women served per year</li> <li>▪ Provides Support Link Program for women in high-risk situations who do not meet the strict eligibility criteria for DVERS; women receive cell phone linked to 911; safety planning, case management; 50% of these cases are DV</li> <li>▪ All women are assessed for DVERS and Support Link programs; women on waiting list prioritized based on risk</li> <li>▪ Refers out for support services; uses interpreters for their programs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lack of adequate funding is a very serious challenge</li> </ul>
<b>Health Sector</b>		
<p><b><u>Parkdale Community Health Centre</u></b></p> <p>Full service community health centre providing primary health care and community outreach</p> <p>Funded by the MOHLTC, the City of Toronto, and the United Way</p>	<ul style="list-style-type: none"> <li>▪ Provides VAW services through 3 staff with additional dedicated funding</li> <li>▪ Offers short term (20-24 weeks) and long term (1-3yrs) individual counselling, crisis counselling and safety planning; 2 month waiting list for counselling</li> <li>▪ Partners with St Joseph's Health Centre to run abuse education groups for women</li> <li>▪ Conducts outreach to high schools, works in local community to build and maintain connections with other community services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good relationship and access to Parkdale Legal Aid which facilitates access to legal services for clients; not all agencies have this level of access</li> <li>▪ Good coordination within Community Health Centre</li> <li>▪ Sees more marginal women, 90-95% on social assistance, women with mental health issues, new waves of refugees</li> </ul>

Overview of Organization	Description of VAW Services	Key Informants' Comments Regarding their Program
		<ul style="list-style-type: none"> <li>▪ VAW program is expanding; currently working on protocols re “best practices”</li> </ul>
<p><b><u>Women’s Health in Women’s Hands Community Health Centre</u></b></p> <p>Participatory community Health Centre for women of colour in Toronto</p> <p>Funded by the MOHLTC, the City of Toronto, and the United Way</p>	<ul style="list-style-type: none"> <li>▪ Intake worker is single access point for all services for new clients</li> <li>▪ Internal referrals for counselling services from primary health care team</li> <li>▪ 3 therapists on the counselling team, approximately 49% of counselling services are to abused women</li> <li>▪ Broad public outreach on continual basis to new communities by all staff and 1 dedicated worker</li> <li>▪ Priority for all services is given to low income women from Africa, the Caribbean, Latin America and South Asia</li> <li>▪ Service priorities related to abuse are: pregnant women, regular clinic user, HIV+ women, and women in imminent danger</li> <li>▪ All services are provided using an anti-oppressive framework</li> </ul>	<ul style="list-style-type: none"> <li>▪ Small budget line to provide service to non-insured is problematic – women without coverage are often the most vulnerable</li> </ul>
<p><b><u>Women’s College Hospital Sexual Assault and Domestic Violence Care Centre (SA/DVCC) Program</u></b></p> <p>Hospital-based program for women or men who have been sexually or physically assaulted by an intimate partner or anyone over the age of 14 who has experienced sexual assault</p> <p>Funding through the MOHLTC; the OWD funds some projects</p>	<ul style="list-style-type: none"> <li>▪ 24 hour on-call nursing response through the emergency department</li> <li>▪ Provides clinical, written, and photo-documentation, collects evidence (Sexual Assault Evidence Kit), and provides court testimony</li> <li>▪ Also provides risk assessment, safety planning, crisis intervention, referral to physician for medical care, and nursing follow-up visits</li> <li>▪ Served approximately 50 women for intimate partner violence and approximately 350 for sexual assault in 2005-2006</li> <li>▪ On-call nurses from program also on call and mobile to Sunnybrook Hospital and St. Joseph’s Hospital</li> <li>▪ Provides outreach, including education, to health care providers, police, nursing students and other VAW programs</li> <li>▪ Three social workers provide up to 20 sessions of individual counselling using a feminist anti-oppression model; client can self-refer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Some cultural groups from very small communities do not access service</li> <li>▪ SACC/DV programs need to be mobile to serve other parts of the city</li> <li>▪ Funding is a challenge</li> <li>▪ Outreach and education component has evolved over time and now a significant component of the work</li> <li>▪ Women’s safety and seeing the woman as an expert in her life is critical</li> <li>▪ Working to promote universal screening by qualified professionals</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Uses cultural and sign-language interpreters when needed</li> <li>▪ Wheelchair accessible</li> <li>▪ No catchment area</li> </ul>	
<p><b><u>Scarborough Hospital, Grace Division, Sexual Assault / Domestic Violence Care Centre (SA/DVCC) Program</u></b></p> <p>Hospital-based emergency and counselling program for women and men over the age of twelve who have been sexually assaulted and for men and women over the age of sixteen who have been physically assaulted by an intimate partner</p> <p>Funding through the MOHLTC</p>	<ul style="list-style-type: none"> <li>▪ 24 hour on-call nursing response through the emergency department for assaults within the past 72 hours</li> <li>▪ Provides medical care, crisis intervention, medication to prevent pregnancy, HIV and STD's clinical documentation, safety planning, and evidence collection for police investigation (with client consent)</li> <li>▪ Provides nursing follow-up visits</li> <li>▪ Provides individual counselling program up to 26 weeks and group counselling for adolescent girls – six week program</li> <li>▪ Serves, through the emergency department, approximately 60 women experiencing DV, 140 sexual assault clients per year</li> <li>▪ Has contract with Aisling Discoveries Child and Family Services for counselling children under the age of twelve who have experienced sexual abuse/assault or have been witness to domestic violence</li> <li>▪ Able to provide counselling in American Sign Language, Mandarin, Cantonese. Uses Multilingual Cultural Interpreters when needed</li> <li>▪ Follows practice guidelines developed by the MOHLTC for the SACC/DV program</li> <li>▪ No waiting list</li> </ul>	<ul style="list-style-type: none"> <li>▪ Involved in Scarborough Access project, a co-location model for woman abuse services</li> <li>▪ Works closely with community agencies and youth to develop two websites <a href="http://www.sacc.to">www.sacc.to</a>, a website that provides information on sexual assault and <a href="http://www.courtprep.ca">www.courtprep.ca</a>, a website that helps prepare witnesses for court. The website provides witness tips and includes an animated courtroom</li> </ul>
<p><b><u>Toronto Western Hospital (TWH)</u></b></p> <p>One of three teaching hospitals which comprise the University Health Network. TWH provides a range of care to over 380,000 patients per year; specializes in neuroscience, musculoskeletal health and arthritis, and community and population health</p>	<ul style="list-style-type: none"> <li>▪ Hospital has a staff position “Woman Abuse Response Coordinator”</li> <li>▪ Two facilitators provide a weekly drop-in support group for 15-18 women, “Divine Divas”, which addresses the relationship between trauma, addictions, and mental health issues; based on an eclectic model incorporating cognitive-behavioural, feminist and VAW analysis.</li> <li>▪ Serves approximately 100 women per year in group</li> <li>▪ Entry point is abuse and/or addictions and/or mental health issues</li> <li>▪ Provides individual woman abuse</li> </ul>	<ul style="list-style-type: none"> <li>▪ Does not have a consistent or systemic response in hospitals or within the health care system</li> <li>▪ No consistent funding for programs in hospitals related to VAW</li> <li>▪ Results of Ontario Women’s Health Council funded research project on</li> </ul>

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<p>Funded primarily by the MOHLTC, with additional funding from sources including the University Health Network Foundation</p>	<p>counselling, including support and referrals, to approximately 12 women per week</p>	<p>woman abuse screening will inform hospital's decision regarding the implementation of screening in the Emergency Department</p>
<p><b><u>St. Joseph's Women's Health Centre</u></b></p> <p>Provides non-medical services for women over 16 that address personal health/mental health needs and issues within the context of the broader determinants of health</p>	<ul style="list-style-type: none"> <li>▪ One staff position specializes in woman abuse; overflow of counselling requests from women in abusive relationships is taken on by other staff or referred elsewhere</li> <li>▪ The specialized staff position provides up to one year of individual counselling for women in abusive relationships. Counselling provided by staff in 7 languages (Polish/ Ukrainian/ Russian, French, Spanish, Tamil, Portuguese)</li> <li>▪ Eclectic, feminist-based, goal-setting, counselling model</li> <li>▪ Priority for counselling is given to women who can't pay, can't access other counselling, and/or have no previous history of counselling; level of crisis is also determining factor; women that can't be accommodated in counselling get referred to other community-based agencies</li> <li>▪ Provides open group (continuous intake) for women currently in an abusive relationship; can stay up to 6 months or 24 sessions; approximately 12 women in group at a time</li> <li>▪ Has a service agreement with Women's College Hospital for women assaulted by an intimate partner accessing the Emergency department; on-call nurses provide forensic evidence collection, crisis intervention and referrals on-site at St. Joseph's Hospital</li> <li>▪ Woman Abuse Coordinator provides training to hospital staff on woman abuse</li> <li>▪ Some areas in the hospital universally screen for abuse (e.g., Emergency Room, Family Medicine and Mental Health). Emergency Room provides women with a card containing definition of abuse, question about abuse, validating statement,</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clinical work takes time; not as much time left for coordination and other responses</li> <li>▪ Women who lack basic supports (e.g., housing and childcare) experience challenges doing the emotional work involved in counselling</li> </ul>

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	and prompt to speak to a health care provider if they are being abused	
<p><b><u>Access Alliance Multicultural Community Health Centre</u></b></p> <p>Community Health Centre that works to promote health and well-being and improve access to services for immigrants and refugees in Toronto by addressing medical, social, economic and environmental issues</p> <p>Funded by MOHLTC, City of Toronto, Trillium Foundation and other foundations</p>	<ul style="list-style-type: none"> <li>▪ Sees women who have experienced abuse through their regular clinical care programs – no specialized program</li> <li>▪ Physician or nurse practitioner refers women who disclose abuse to internal longer term counselling, crisis intervention or a worker who will help in accessing shelter</li> <li>▪ Provides comprehensive community health education to clients, which includes the issue of VAW</li> <li>▪ Has a protocol on screening</li> <li>▪ Staff trained on issue of abuse</li> </ul>	<ul style="list-style-type: none"> <li>▪ Working towards making response and screening more universal; however, there is a difference of opinion among staff regarding the benefits of universal screening</li> </ul>
<p><b><u>Toronto Public Health</u></b></p> <p>A division of the City of Toronto that is governed by a Board of Health and mandated under provincial legislation to provide programs and services to individuals, families and community groups for disease prevention, health promotion and health protection</p>	<ul style="list-style-type: none"> <li>▪ Toronto Public Health is comprised of several program areas. The Healthy Families Service provides direct services and programs for individuals and their families spanning the reproductive period, pregnancy, postpartum and parenting of children 0-6 years of age</li> <li>▪ Staff in this service area include Public Health Nurses, Family Home Visitors, Dietitians, Nutritionists, and Social Workers</li> <li>▪ Depending on the role of the various staff, support, counselling, safety planning, referral and linking to woman abuse services are provided where appropriate.</li> <li>▪ PHNs work closely with child protection services when necessary</li> <li>▪ Practice Guidelines on identifying and responding to woman abuse are being developed for Healthy Families staff</li> <li>▪ The Mental Health Program takes the lead for violence prevention within the division Mental Health Nurses provide consultation to other Public Health Nurses who encounter abuse issues with the women that</li> </ul>	<ul style="list-style-type: none"> <li>▪ Woman abuse is seen to be a significant issue especially for the clients of the Healthy Families Service area</li> <li>▪ Violence prevention, under the present provincial guidelines for public health, is not mandated as a program. Therefore, the work is integrated across relevant program areas. The provincial guidelines, are presently under review (as standards) and it is hoped will enable a more proactive Public Health role in VAW.</li> <li>▪ The organization is very large and often resource shortages</li> </ul>

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	<p>they serve. Consultation includes strategies around relationship building, safety planning and resource information</p> <ul style="list-style-type: none"> <li>▪ Mental Health Nurses provide woman abuse education for other programs both within TPH and in the community when requested. This education is offered to all new Healthy Families PHNs upon orientation to TPH</li> <li>▪ A TPH Director sits on the Woman Abuse Council of Toronto and a Mental Health Nurse sits on the Health Committee of the Council.</li> <li>▪ Sexual Health Clinics provide sexual health education for youth up to the age of 25. When clients disclose abuse they are referred to appropriate services and shelters. The clinics have partnerships with four community health centres that provide services for women who are abused</li> <li>▪ Policy and Planning, another program area within the division, ensures representation on the Ontario Public Health Association, Violence Prevention Committee</li> </ul>	<p>are an issue</p>
<p><b><u>Women's College Research Institute (WCRI)</u></b></p> <p>Research Centre, affiliated with the University of Toronto and Women's College Hospital</p> <p>Works towards a new, more comprehensive understanding of women's health by exploring the roots of women's health concerns from cell to society. WCRI works across disciplines and is engaged in developing and assessing health services for women and their families</p> <p>Various sources of funding, including the OWD</p>	<ul style="list-style-type: none"> <li>▪ The Violence and Health Research Program at WCRI aims to be an international leader in health-based research about violence against women.</li> <li>▪ Conducts community-based research on intimate partner violence</li> <li>▪ Focuses on the impact of violence on women's health and the health system's response to women's needs.</li> <li>▪ Educates health care professionals on VAW</li> <li>▪ Provides training for residents at Women's College Hospital, as well as paramedics</li> <li>▪ Involved in provincial project to develop curriculum to train emergency department personnel</li> </ul>	<ul style="list-style-type: none"> <li>▪ Some positive changes in health system – woman abuse now seen as a determinant of health</li> </ul>

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<b>System-Wide Organizations</b>		
<p><b><u>Metropolitan Action Committee on Violence Against Women and Children (METRAC)</u></b></p> <p>Works collaboratively with a broad range of partners to develop strategies to end violence against women and build safer communities for everyone</p> <p>Funded mainly by the City of Toronto; some funding from the Law Foundation of Ontario, Ontario Women's Directorate, Ontario Trillium Foundation, unions, some private corporations, and special events</p>	<ul style="list-style-type: none"> <li>▪ Provides a Community Safety Program: works with communities to conduct safety audits of local neighbourhoods; workplaces, campuses and other institutional settings; audit is used as an empowerment tool for community members; provides resources and training on personal safety and public violence; conducts approximately 20 audits per year</li> <li>▪ Provides a Community Outreach Program; raises awareness and develops materials on woman abuse in clear and multiple languages; focuses on youth education using youth-friendly approaches</li> <li>▪ Provides a Community Justice Program; develops legal information materials and workshops for women experiencing violence. Focus is on high risk communities (e.g., low income, immigrant and refugee, older, hearing impaired, disabled); expanding to different groups every year</li> <li>▪ Provides workshops and train-the-trainer sessions for service providers</li> <li>▪ Some materials translated into numerous languages</li> <li>▪ Works with media to highlight woman abuse issues</li> <li>▪ Convened the THRIVE Coalition (since 2002) to address specific needs of aboriginal women and women of colour related to abuse</li> <li>▪ Have worked on issues of non-status women</li> <li>▪ Other issues have included religious arbitration, risk of mediation on women, poverty and its impact on women, trafficking in women and girls, safety supports for parents and children</li> <li>▪ 6-7 permanent full time staff; additional staff may focus on special initiatives</li> </ul>	<ul style="list-style-type: none"> <li>▪ Program areas have evolved with funding, changing demographic needs, and emerging issues for women</li> <li>▪ Assumes a lead role in policy development and reform issues with other organizations</li> </ul>

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<p><b><u>Springtide Resources</u></b></p> <p>Well-established organization - over 28 years - focussing on primary and secondary prevention of woman abuse</p> <p>Formerly know as Education Wife Assault</p> <p>Funded by the United Way; project funding through additional sources</p>	<ul style="list-style-type: none"> <li>▪ Involved in a variety of education projects with multiple groups and sectors</li> <li>▪ Focuses on building communities and increasing a community's ability to respond to woman abuse (e.g., builds the capacity of women with disabilities to identify, advocate and organize)</li> <li>▪ Developed a web site with resources on woman abuse</li> </ul>	<ul style="list-style-type: none"> <li>▪ Struggles with funding, especially since mid1990s</li> <li>▪ Huge gaps in education</li> <li>▪ Well connected to community organizations through many coalitions and support agencies to provide education</li> <li>▪ Looks at VAW in relation to other forms of oppression</li> </ul>
<p><b><u>Woman Abuse Council of Toronto</u></b></p> <p>Policy development and planning body with mandate to develop a coordinated community response to woman abuse within the city of Toronto. Goal of organization is to facilitate systemic change so that the community can be more effective in protecting the safety of women and holding abusers accountable for their behaviour.</p> <p>Since inception in 1991- funding has increased significantly with core funding for coordinating functions from the City of Toronto and the Ministry of Community and Social Services. Annual contract with Ministry of the Attorney General to work with the criminal courts and additional project funding for specific</p>	<ul style="list-style-type: none"> <li>▪ Council is composed of senior level representatives from key sectors to provide forum for discussion of issues, problem solving initiatives, and research and innovation projects.</li> <li>▪ Active committee structure provides standing committees ( health, shelters, batterer's programs, counselling/support services) where front line staff share information, share best practices and plan advocacy / problem solving initiatives</li> <li>▪ A staff team works with General Council and committees to implement projects and advocacy initiatives</li> <li>▪ Key focus is importance of ensuring survivor input in policy/program development within WACT and in the community</li> <li>▪ Key issues for Council are promoting an enhanced response to high risk/ potentially lethal situations(the WACT offers a high risk Consult Team for practitioners), advocacy regarding women's self-defensive use of force ( women inappropriately charged), development of a web-based network for VAW practitioners (Room of Our Own), co-location initiative for services to women in Scarborough, ongoing women's court watch in family</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sustainable, ongoing core funding, apart from specific project funding, is a key struggle for the organization. This is particularly challenging given that the WACT does not provide direct service</li> <li>▪ Although there have been significant accomplishments in raising the profile of the issue of woman abuse, there are continuing challenges in creating meaningful and accountable community coordination.</li> <li>▪ Since inception some progress in increasing linkages between sectors, this does not necessarily lead to women being</li> </ul>

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<p>initiatives that respond to identified problems in the community from a wide range of ministries and foundations: United Way, Ontario Trillium Foundation, Canadian Women's Foundation etc.</p>	<p>and criminal court, and raising community awareness through a public education newspaper, and dramatic and art initiatives</p> <ul style="list-style-type: none"> <li>▪ Works in the criminal courts to provide intake/referral for offenders mandated into batterer's programs and provides coordination to the eleven agencies providing these programs for men</li> <li>▪ Developed Best Practice Guidelines (BPGs) for a variety of sectors regarding the response to woman abuse (BPG's for health care providers, child care providers, batterer's programs etc.)</li> <li>▪ Involved in research related to woman abuse issues and their implications for policy</li> </ul>	<p>more effectively protected and abusers being held accountable; challenge is to identify leadership and action that will focus on real experience and needs of women as opposed to responding to needs of individual institutions and agencies.</p> <ul style="list-style-type: none"> <li>▪ Difficulties in sustaining improvements; significant improvements were seen in criminal justice sector in the development of specialized domestic violence courts, however there has been significant backsliding in effectiveness of these courts since their inception.</li> <li>▪ Wide range of initiatives and actions that have helped to develop the capacity of those working in the VAW field.</li> </ul>