

**THE COALITION FOR WOMAN ABUSE POLICIES  
AND PROTOCOLS IN PRINCE EDWARD ISLAND**

**RESPONSE TO WOMAN ABUSE: Policies  
and Protocols INITIATIVE**

Plan for Evaluating & Sustaining  
a Coordinated Response to Woman  
Abuse



October, 2003

## **Acknowledgements**

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Key partners in the project are:

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- Transition House Association who contributes staff and related expenses for three staff participating in ongoing aspects of the project, and other staff who participate in workshops and provide feedback as requested
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## **Common Language**

A coordinated approach requires a shared language. The following terms define their use in this report.

### Woman Abuse

Woman abuse is mental, emotional, physical, sexual or financial abuse against one's current or former spouse, common-law or other intimate partner, including dating violence.

### Victim Centred

The PEI Woman Abuse Policies and Protocols put the victim of woman abuse at the centre of the intervention and at the centre of the monitoring and evaluation plan. Victim centred guidelines include ethical considerations. Survivors of woman abuse participating as members of working groups or in evaluation interviews or surveys deserve dignity and privacy.

Three agreements guide survivors' participation:

- *Consent* means that women have all the information they need about their participation including the purpose and processes of activities, and they agree to participate
- *Confidentiality* means that there is a clear agreement about if, when, and how a woman's name or identifying information will be included. The general principle is absolute anonymity, unless a woman consents to the use of her name
- *Accountability* means that women who participate will be clear about the overall benefits of their contributions.<sup>1</sup>

### Monitoring

Monitoring ensures that the protocols are consistently implemented within each service, including orientation for new staff, ongoing training, and scheduled review and updating of protocols.

### Evaluating

Evaluating includes feedback about two aspects:

- processes, to identify successes and unanticipated problems in the implementation of protocols within each service, and for a coordinated response, so that procedures can be refined, and
- outcomes, which focus on whether the long-term goals and objectives of the protocols are achieved.

### Sustaining

Sustaining means that structures are in place to ensure the protocols are dynamic beyond the project. Sustainable structures include a solid foundation of organizations, networks, people, and resources to develop, implement, monitor and evaluate protocols.

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<sup>1</sup> Maritime Centre of Excellence for Women's Health *Community-Based Research Ethics*. No. 5 October 2000

## 1. Need for PEI Woman Abuse Policies and Protocols

*“Accepting help is hard, but you have to realize, sometimes, you just can’t do it alone. Try to accept help.”* Victim Survey

Woman abuse is a complex problem with justice, health, social services, housing, employment, parenting, financial and other consequences. Not having comprehensive and coordinated policies can result in unsafe and inappropriate services.

Gaps in policies and protocols may mean service providers give inappropriate and unsafe responses to women who have been abused by their partners. Inappropriate or unsafe service responses may:

- result in women not receiving much needed support
- discourage disclosure of the abuse, and
- delay intervention which could result in further abuse.

Initiated by the Premiers Action Committee on Family Violence Prevention, the Coalition for Woman Abuse Policies and Protocols in PEI was formed in 1998, and implemented a Four-Phase Project - Response to Woman Abuse: Policies and Protocols Initiative.<sup>2</sup> The Four-Phases<sup>3</sup> were:

- Assessment Phase
- Development Phase
- Implementation Phase
- Evaluation and Sustainability Phase.

This plan for Sustaining a Coordinated Response to Woman Abuse situates the Woman Abuse Protocols within the current Five Year Strategy of the Premiers Action Committee on Family Violence Prevention.

Quotes from women who provided feedback on services are included throughout the report in italics. A complementary report, Preliminary Monitoring Report on the Implementation of PEI Woman Abuse Protocols, describes experiences with implementation from perspectives of participating services, and woman who have received services.

Key questions to be addressed in sustaining a coordinated response are in text boxes.

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<sup>2</sup> Resources for the project came from participating provincial government departments and organizations, Premiers Action Committee on Family Violence Prevention, Health Canada - Atlantic, and Status of Women Canada

<sup>3</sup> For reports on all Phases of the PEI Woman Abuse Policies and Protocols Project go to the web site: [www.isn.net/cliapei/womanabuse](http://www.isn.net/cliapei/womanabuse)

## 2. Goal and Objectives of PEI Woman Abuse Protocols

***“Learn to really listen to those who come to you - don’t brush women off. If you can’t help, then give information about who can. Training in issues of family violence is needed regularly.”***

Victim Survey

The overall goal of the PEI Woman Abuse Protocols is a holistic, coordinated response to woman abuse, with the following objectives:

- to ensure that women affected by violence are appropriately included in the development and evaluation of woman abuse protocols
- to ensure safe, effective and appropriate responses to women by service providers
- to assist service providers to appropriately encourage disclosure and to intervene at the earliest point possible

Key Questions:	How can a holistic, coordinated response be monitored? How can progress toward the objectives be evaluated? How can women affected be appropriately included in development and evaluation?
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## 3. Objectives for Service Delivery

***“Treat women with the respect they deserve. Try to be more considerate about what a woman is going through. Try putting yourself in her place.”***

Victim Survey

There are eight protocols<sup>4</sup> within the PEI Woman Abuse Protocols, each with explicit service delivery objectives. The services and their objectives are -

### Community Justice Resource Centre:

- to ensure the safety of potential partner abuse victims

### Family Court Services Protocol:

- to assist couples and families experiencing custody/access disputes to resolve their differences within a forum that is safe and fair

### Financial Assistance Protocol:

- through service delivery, to encourage safe and appropriate responses and encourage disclosure and intervention at the earliest possible point

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<sup>4</sup> Additional protocols can be added. For example, Adult Custody Protocol is being implemented, and Crown protocol is in development.

Hospital Emergency:

- to ensure consistent screening, identification and effective intervention for domestic violence

Police Services Protocol:

- to ensure a safe and effective intervention with sensitivity to the needs of victims of abuse

Probation Services Protocol:

- to ensure the offender is held accountable for his actions and correct his behaviour, taking into account the safety of the woman

Turning Point (Treatment Program for Men):

- to ensure the safety of potential partner abuse victims

Victim Services Protocol:

- to ensure safe and effective interventions with sensitivity to the needs of victims of abuse

There are other protocols relevant to woman abuse, including:

Housing:

- to give victims of family violence absolute priority for placement in provincially administered Social Housing

Key Questions:	How can other services be supported to develop woman abuse protocols? How can changes to protocols be monitored and updated? How can services with protocols share information about their experiences? How can services be supported to cooperate in training?
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#### **4. Strategies for Sustaining Protocols**

***“ (getting the help you need) . . is a heavy door to push. It slams in your face and you have to push it once again.”*** Victim Survey

PEI Woman Abuse Protocols are province-wide, across provincial government departments. Currently, there are eight protocols involving two government departments at approximately 38 work sites. As additional protocols are added, the number of protocols, departments and work sites will increase. Strategies for sustaining protocols must ensure coordination, effectiveness, efficiency, fairness, and inclusion.

### Broad-based, Diverse Groups, Including Survivors of Abuse

An effective policy process involves broad based, diverse groups of individuals representing a cross-section of those involved in and affected by the policy. One objective of the protocols is to ensure that women affected by violence are appropriately included in the development and evaluation of woman abuse protocols. Survivors of abuse are essential partners. While the protocols are specific to government services, it is essential that community agencies, specifically Anderson House; West Prince, East Prince, Queens and Kings Outreach Services; and PEI Rape / Sexual Assault Crisis Centre are included. Other community agencies that support women with special needs are also essential; these include: Newcomers Association, Disabled Women's Network, People First, and Aboriginal organizations.

### Monitoring and Evaluation Built into Policy Development

Policy development is a planning process that includes:

- development - a statement of the problem, the goal and concrete objectives
- implementation - strategy outlining key priorities and activities to achieve objectives, and incentives and sanctions to motivate policy uptake
- monitoring - periodic review to make necessary adjustments
- evaluation - ways to measure the present situation and progress toward objectives and goal, and time-lines for review of progress, reviewed at the most senior level

Evaluation is an important learning and results management tool, and contributes to sustainability. For example, evaluation:

- is a means of sharing information, incorporating a broad spectrum of perspectives and experiences, and communicating important messages
- contributes to informed decision-making and continuous improvement in the provision of services
- is a feedback process between program implementation and evaluation<sup>5</sup>

### Policy Development and Evaluation Processes Relevant to Sector

There is no one "right" way to develop and evaluate policy. The development methods need to be consistent with the sector's approach to policy and the evaluation methods need to match the sector's stage of policy development.

The sectors, and organizations within sectors, are at difference stages of woman abuse protocol development. For example:

- protocols for the Financial Assistance Sector are fully implemented and integrated into existing policy processes that have built-in staff orientation and policy review
- protocols for the Hospital Emergency Sector have been developed, and agreement reached to include a key question for universal screening on the Outpatient Provincial Form; however, this has not been completed
- protocols for the Charlottetown Police are implemented and included in operational audits

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<sup>5</sup> Premiers Action Committee on Family Violence Prevention. Family Violence - Five Year Strategy (2002)

- protocols for Adult Corrections has been drafted and not yet implemented.

Key Questions:            How can a coordinated provincial approach be monitored and evaluated with respect for the distinct processes of policy implementation and stages of development within each sector/organization?  
    How can monitoring/evaluation be viewed as a positive experience by service providers?

#### 4.1 Provincial Coordinating Structure

*“I got reassurance and realization that what was happening wasn’t normal; lots of honesty and realism about my situation - helped me to accept the help without being directive.”*

Victim Survey

##### 4.1.1 Situate PEI Woman Abuse Protocols within the PACFVP Five Year Strategy

The PEI Woman Abuse Protocols can be situated within the Five-Year Family Violence Prevention Strategy (2002) of the Premiers Action Committee on Family Violence Prevention. The Family Violence - Five Year Strategy includes guiding principles, goals and strategies relevant to Woman Abuse Protocols. For relevant goals and strategies, see Appendix A.

The Guiding Principles PACFVP, could be overriding principles for the Woman Abuse Protocols. These are:

- Any form of violence in relationships is not acceptable
- All people and families are valued
- Everyone is entitled to a safe and secure environment, personal well-being, dignity and respect
- Everyone, including victims, survivors, witnesses and offenders, is entitled to accessible and appropriate quality service and information which is consistent and respectful
- All persons are equal regardless of race, religion, creed, color, sex, marital status, sexual orientation, physical or mental ability, ethnic or national origin
- Preventing and responding to family violence is a shared responsibility
- The knowledge of survivors is important in the design and delivery of services

Selected principles of the Woman Abuse Protocols that are not included in the overriding principles, can be Principles of Service Delivery. These are:

- Everyone has the right to non-judgmental services and resources. The response to domestic violence must not re-victimize the woman or the child(ren).
- All intervention and care must be provided in ways that facilitate a woman’s ability to exercise her own choice and enable women to be full participants in the process. Support

- to victims should be provided in a way which will facilitate empowerment of the person.
- Educational training for service providers is a necessary component of effective intervention.
- All staff are responsible for ensuring that victims of domestic violence receive high quality service and compassionate care.
- In issues of domestic violence, confidentiality is a safety issue

#### 4.1.2 Dedicate Resources for Provincial Coordination of Woman Abuse Protocols

Effective, efficient and inclusive coordination of the Woman Abuse Protocols will require dedicated resources. The purpose of dedicated resources is to:

- manage a provincial monitoring and evaluation cycle
- support survivors of woman abuse to participate, and
- support government sectors/organizations to access resources needed to develop, implement and monitor individual protocols, including orientation and training

Resources required are:

- dedicated diverse group to oversee protocol coordination, provide opportunities for cross-sector communication, annual monitoring of a coordinated response, and three to five year evaluation of progress
- person to update web site for maintaining up-to-date protocols and information sharing
- out-of-pocket expenses for participation of woman abuse survivors
- resources for annual protocols workshop and tri-annual evaluation.

#### 4.1.3 Establish a Provincial Monitoring and Evaluation Cycle

Sectors with protocols are enthusiastic and committed to monitoring and sustaining protocols. However, no service is exclusively dedicated to woman abuse services. A Provincial Monitoring and Evaluation Cycle, managed by a dedicated group, will ensure that protocols remain dynamic and protocols for other services are added.

Three phases are recommended for Provincial Monitoring and Evaluation

1. Internal Sector/Division Assessment to ensure consistent implementation including orientation for new staff, ongoing training, and scheduled review and updating of protocols
2. Annual Report Card Monitoring Processes to identify successes and unanticipated problems in the implementation of protocols within each service, and for a coordinated response, so that procedures can be refined
3. Three to Five Year Evaluation of Outcomes to identify whether the long-term goals and objectives of the protocols are achieved

## Evaluation Framework

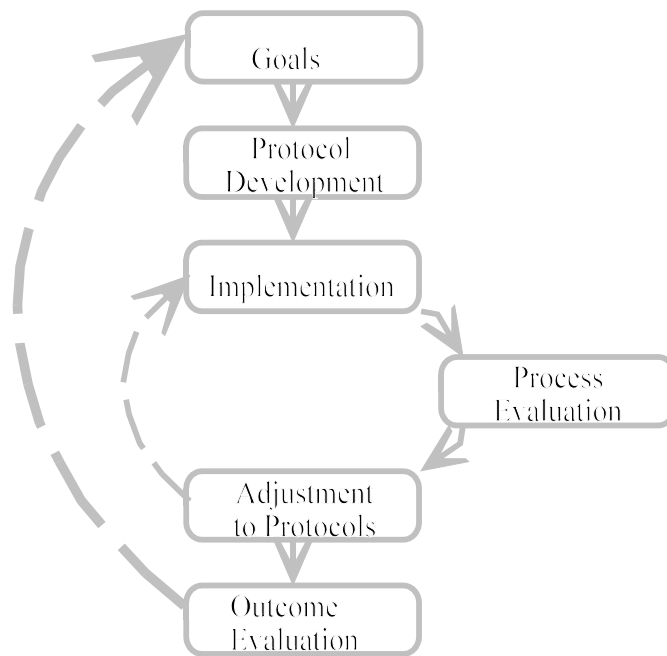


Diagram 2 - Evaluation Framework

Key Question: How can resources to sustain the Woman Abuse Protocols be secured?

## 5. Strategy for Monitoring - Internal Sector/Division Assessment

*“Go where the support is (Victim Services, Outreach Services, Anderson House). They will assist you or send you to the services that can. Do what you feel is right and stand up for what you believe. Tell all of what is going on. Make contact with people you are comfortable with. If the first contact is not comfortable move on to somewhere you are comfortable with.”*

Victim Survey

Internal sector monitoring ensures consistent implementation within a sector including orientation for new staff, ongoing training, and scheduled review and updating of protocols. Each sector has monitoring tools that are specific to the sector and consistent across sectors. The monitoring tools are check-lists that include:

- Self-assessment check-list for staff on Orientation to Protocols and Knowledge of Woman Abuse
- Self-assessment check-list for staff on Day-to-day Work
- Supervisor check-list for Office Environment
- Supervisor check-list for Monitoring Staff Awareness and Day-to-day Work
- Supervisor check-list for Monitoring a Coordinated Response

Monitoring tools for each sector are available on the web site.

Sample check-lists to monitor the police services protocol are included in Appendix B.

## 6. Strategy for Monitoring Processes - Annual Report Card

*“Get more information on how trauma effects people; take time to listen so a better understanding of the individual can be reached - don’t watch the clock; try to determine if a person’s life has events that would cause mental stress or trauma before delving into issues; I think people are too quick to judge without all the facts - treat others as you would like to be treated.”*

Victim Survey

Sector Monitoring can be summarized in an Annual Report Card to identify successes and unanticipated problems in the implementation of protocols within each service, and for a coordinated response, so that processes can be refined

### 6.1 Annual Report Card, Part 1

Each sector/division can provide the supervisor check-lists from internal monitoring:

- Monitoring the Office Environment
- Monitoring Staff Awareness and Day-to-day Work
- Monitoring a Coordinated Response

that can be summarized in an Annual Report Card.

Good working relationships among the different services is essential to coordinated service delivery. People need to review the Annual Report Card with a cooperative, rather than competitive attitude, so that a holistic approach to service delivery is achieved. The Annual Report Card is a starting point for dialogue among the services that results in increased cooperation and learning across sectors.

An annual meeting/workshop on PEI Woman Abuse Policies and Protocols would bring together services with protocols, victim support groups, survivors of abuse, and other government and community representatives to share information, assess progress, and plan together. See Appendix D, for a Sample Annual Meeting/Workshop Agenda.

A sample Annual Report Card follows. The organizations with protocols are listed across the top of the chart - Sectors/Services, and the common elements of the protocols are listed on the left of the chart - Indicators. Each organization is rated on each element by an alphabetical rating. The ratings are: F = fully achieved in all offices; S - fully achieved in some offices; P - partially achieved; N - not achieved; and NA - not applicable. The sample Annual Report Card was completed from monitoring forms submitted to the Coordinator during the project.

The Annual Report Card, Part 1 gives an overview of progress toward full implementation of the protocols across sectors and within all offices across the province. As new protocols are added, the Sectors/Services can be expanded. As protocols are revised, the Indicators can be changed.

PEI Woman Abuse Policies and Protocols  
 Annual Report Card Part 1 - Report from Services  
 Sample / Not All Services Reported

Date - June, 2003	Sector/Service										
Rating Legend F = fully achieved in all offices S - fully in some offices P - partially achieved N - not achieved NA - not applicable / - no report from division	Financial Assistance	Hospital Emergency	Police / Municipal	Police/RCMP	Probation	Family Court	Turning Point	Justice Resource Centre	Victim Services	Adult Custody	Crown Attorney
	Indicator										
1. Clear visible messages, e.g. posters, brochures	F	S	S <sup>6</sup>	/	F	/	/	/	F	NA	NA
2. Confidential and private interview spaces	S	N	F		F				F		
3. Track number of woman abuse cases	N	N	F		N				F		
4. Up-to-date referral and contact information	F	P	F		F				F		
5. All staff trained in woman abuse protocols	F	S	F		F				F		
6. All staff trained in dynamics of woman abuse	F	S	F		F				F		
7. Orientation plan includes woman abuse	F	P	F		F				F		
8. Policy of no interruptions during client meeting	F	NA	NA		NA				F		
9. Regular review of protocol/revision as needed	F	P	F		F				F		

<sup>6</sup> Reports only Charlottetown and Kensington Police Service for #s 1 - 11, Charlottetown only #11-17

Date - June, 2003	Sector/Service										
<p>Rating Legend  F = fully achieved in all offices  S - fully in some offices  P - partially achieved  N - not achieved  NA - not applicable  / - no report from division</p>	Financial Assistance	Hospital Emergency	Police / Municipal	Police/RCMP	Probation	Family Court	Turning Point	Justice Resource Centre	Victim Services	Adult Custody	Crown Attorney
	Indicator										
10. Method of feedback from victims	N	N	F		F				F		
11. Good working relationships - other services	F	P	F		F				F		
12 Office involved-activities with other services	F	P	F		F				F		
13. Staff aware of other woman abuse protocols	P	N	F		P				F		
14. Staff familiar with referral services	F	P	F		F				F		
15. Staff refer appropriately to support services	P	P	F		F				F		
16. Woman abuse on meeting agendas	P	P	F		P				F		
17 Involved in coordination activities	F	P	F		F				F		

The Annual Report Card would also include an assessment by victim advocates. Victim advocates (Victim Services, Anderson House, and Outreach Services) have good working relationships with service agencies, and advocate for and provide feedback on individual situations. The Annual Report Card would be an opportunity for victim advocates to provide feedback about what is working well and what could improve from a victim perspective. Victim perspective is an essential part of feedback, and it is not realistic to survey survivors of abuse annually.

## 6.2 Annual Report Card Part 2

A representative from each victim advocate agency could complete the Annual Report Card Part 2 by reviewing the indicators in Annual Report Card Part 1 and noting what is working well, and what could improve for each service. This information could be summarized on the Annual Report Card, Part 2.

The information in the following sample is from Surveys of Survivors by Victim Advocates (See PEI Woman Abuse Policies and Protocols, Preliminary Report of Monitoring, September, 2003)

### PEI Woman Abuse Policies and Protocols Annual Report Card Part 2 - Report from Victim Advocates

Service	Working Well	Could Improve
Financial Assistance	<ul style="list-style-type: none"> <li>- initial contact supportive and helpful</li> <li>- referral to Anderson House</li> <li>- help with getting apartment/furniture</li> <li>- able to have a support person present</li> </ul>	<ul style="list-style-type: none"> <li>- return phone calls more quickly</li> <li>- ask only relevant questions, don't pry</li> <li>- explain why asking questions</li> <li>- watch tone of voice</li> </ul>
Hospital Emergency	<ul style="list-style-type: none"> <li>- removed abuser from labour/delivery room</li> <li>- showed concern for safety</li> <li>- referred to Anderson House</li> </ul>	<ul style="list-style-type: none"> <li>- don't blame victim</li> <li>- show support</li> <li>- make referrals</li> </ul>
Police	<ul style="list-style-type: none"> <li>- acted quickly</li> <li>- located/talked to abuser</li> <li>- referred to victim services</li> <li>- validated victim experience</li> <li>- went with victim to get belongings</li> <li>- explain charges and stay-away order to abuser</li> </ul>	<ul style="list-style-type: none"> <li>- don't raise hopes unless sure about legal options</li> <li>- remove abuser from presence of victim for talking</li> <li>- contact victim in person, not just phone call</li> <li>- take statements quickly, don't wait for a couple of days</li> </ul>

Service	Working Well	Could Improve
Probation Services	<ul style="list-style-type: none"> <li>- listened to concerns, encouraged disclosure of abuse</li> <li>- reviewed options with victim</li> <li>- realistic about abuser changing behaviour</li> </ul>	
Family Court Counsellors		<ul style="list-style-type: none"> <li>- watch language that blames the victim</li> <li>- joint interview with victim/ abuser likely not appropriate</li> <li>- don't prejudge victim based on abuser's story</li> </ul>
Turning Point	<ul style="list-style-type: none"> <li>- took victim at face value, rather than abusive husband's description</li> </ul>	
Justice Resource Centre		
Victim Services	<ul style="list-style-type: none"> <li>- gave information</li> <li>- listened to victim situation</li> <li>- explained cycle of abuse</li> <li>- called after office hours</li> <li>- support at court</li> </ul>	<ul style="list-style-type: none"> <li>- return calls promptly</li> <li>- consider unique needs of victim and make appropriate referrals</li> </ul>
Adult Custody		
Crown Attorney	<ul style="list-style-type: none"> <li>- felt protection of court</li> <li>- support for going through process</li> </ul>	

**6.3 Feedback from Victims**

Some survivors may want to give their feedback on services. Business-size cards are available for service providers to give clients that ask women to provide feedback by calling a victim support agency. In addition to providing feedback, this may assist women in contacting support services.

Sample feedback card -



Agencies are working together to give safe, effective and coordinated services. We want your ideas on how we are doing. Please tell us by calling Victim Services, Anderson House, or Outreach Services.

People at these agencies can answer your questions and give you support.

To give us your ideas call and tell us you want to give feedback about services. Call

Victims Services (collect)-

- Summerside 888-8218
- Charlottetown 368-4582 or

Anderson House toll free 1-800-240-9894, or in Charlottetown 368-8658 or

Outreach Services -

West Prince	859-8849	Kings	838-0795
East Prince	436-0517	Queens	566-1480

## 7. Strategy for Evaluating Outcomes - Three to Five Year Evaluation

*“Be non-judgemental, empathy, empower women by saying - you have made the right choice, be supportive of their choice, listen without advising, become more educated on same-sex abuse issues.”*

Victim Survey

An outcome evaluation repeated every three to five years is recommended to identify whether the long-term goal and objectives of the protocols are achieved, and to renew the objectives.

Goal: A holistic, coordinated response to woman abuse.

Objectives:

- to ensure that women affected by violence are appropriately included in the development and evaluation of woman abuse protocols
- to ensure safe, effective and appropriate responses to women by service providers
- to assist service providers to appropriately encourage disclosure and to intervene at the earliest point possible

Success Indicators

- women felt respected
- women had privacy to talk about abuse
- interventions increased women’s feeling of safety
- women got the help they needed
- there was increased reporting
- there were more women getting services that met their needs
- survivors of abuse were included in development, training, evaluation and updating of protocols

Information to evaluate outcomes will come from three primary sources:

- monitoring forms and tracking records of participating agencies
- interviews with service providers
- interviews with survivors of woman abuse

Ideally, an external evaluator could conduct the research. The evaluator would work with a diverse group, including survivors, mandated by the Premiers Action Committee to oversee Protocol Development, Monitoring and Evaluation, to develop evaluation methods and tools. If dedicated evaluation funding is not available, government and community organizations could contribute in-kind resources.

Interviewing survivors of abuse is often difficult. There are a variety of factors; for example, women may:

- be in transition and not have consistent contact information
- be living with the abusive partner and contact may present a risk to safety
- be in crisis, and it is not an appropriate time
- want to put the past behind them and not want to remember a difficult time

One approach to surveying survivors of abuse is victim advocates, including Victim Services, Anderson House, and Outreach services, interviewing survivors who they see as part of their work. A time could be set aside at the appropriate interval, for example, three month period every three years, where victim support staff ask their clients to give feedback.

The following survey tools (See Appendix C) are prepared to assist in interviewing survivors of abuse:

- Information for women about the protocols and the survey
- Instructions to interviewers on completing the survey
- Survey questions
- Consent for follow-up interview.

## **8. Conclusions and Recommendations**

The Response to Woman Abuse: Policies and Protocols Initiative has provided a solid foundation of networks, organizations, people and resources to sustain the PEI Woman Abuse Protocols:

- Eight protocols are completed, two are in process
- Step-by-step ideas for protocol development, monitoring, and evaluation and available on the web site
- Working Groups in justice, hospital emergency, and financial assistance have met over the past four years and continue to be enthusiastic about and committed to the protocols
- Tools for monitoring and evaluating protocols are available
- Protocols are directly related to the guiding principles, and five-year strategy of the Premiers Action Committee on Family Violence Prevention

There are some challenges to sustaining the protocols:

- How can a coordinated provincial approach be monitored and evaluated with respect for the distinct processes of policy implementation and stages of development within each sector/organization? How can monitoring/evaluation be viewed as a positive experience by service providers? How can progress toward the objectives be evaluated?
- How can women survivors of abuse continue to be appropriately included in development and evaluation of the protocols?
- How can changes to the protocols be monitored and updated on the website?
- How can other services be supported to develop woman abuse protocols?
- How can services be supported to cooperate in training?
- How can resources for sustaining the Woman Abuse Protocols be secured? How can resources for evaluating protocols be secured?

## **Recommendations**

1. The Premiers Action Committee on Family Violence Prevention take on the mandate of the PEI Woman Abuse Protocols. The Protocols project was initiated by the Premiers

Action Committee, the protocols are consistent with the guiding principles and five year strategic plan.

2. The Premier's Action Committee designate a committee/working group with diverse membership, including survivors of abuse to manage activities related to the protocols, including:
  - establish a monitoring and evaluation cycle
  - secure the resources for an annual report card, annual meeting/workshop, participation of survivors, and outcome evaluation
  - hold an annual meeting/workshop
  - conduct outcome evaluation every three to five years
3. The Sector Working Groups - Justice, Hospital Emergency, and Financial Assistance meet at least once a year to review protocols, plan training/orientation, and report on monitoring activities. This would help to prepare the annual report from sector groups and support their participation in an annual meeting/workshop.
4. Victim Advocate Groups - Victim Services, Anderson House, and Outreach Services meet at least once a year to exchange information on victim perspectives and needs, and identify emerging areas for protocol development. This would help to prepare the annual report card from Victim Support Groups.

## **Appendix A - Selected Goals and Strategies - Family Violence Five Year Strategy<sup>7</sup> Premiers Action Committee on Family Violence Prevention**

Woman Abuse Protocols link directly to goals and strategies of the Five Year Family Violence Strategy of the Premiers Action Committee on Family Violence Prevention. While there are links to many of the goals and strategies, the following are the most directly connected.

### **Awareness, Education and Training:**

**Goal:** Enhanced training and understanding for those responding to family violence.

**Strategies:**

2. Promote customized training for key responders to family violence, identifying the challenge of providing safety and support to victims and ensuring that customized training is kept current and sustained.
5. Ensure that all public service and community agency employees who provide services to the public, their supervisors, and those who develop policy and programs, are knowledgeable about family violence.

### **Partnerships and Coordination**

**Goals:** Enhanced community, government and police partnerships towards ending family violence.

Coordinated development and delivery of family violence programs and services.

**Strategies:**

13. Promote effective community, government and police partnerships in all areas related to family violence prevention and intervention.
14. Build on existing partnerships and establish new ones in order to facilitate a consistent response and commitment to family violence prevention.
15. Encourage the recognition of family violence issues in policy development and decision-making processes.

### **Service Delivery**

**Goals:** Improved quality and accessibility of services across the province, addressing the full spectrum of needs of victims, families, offenders and communities.

Enhanced responses to family violence from community, government, and police agencies.

Increased resources to provide front-line services.

**Strategies:**

30. Advocate for the provision of adequate resources to enable service providers to consistently and effectively respond to service demands across the province, recognizing that increased public education and awareness may generate increased demands for services.

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<sup>7</sup> For the full report of the Family Violence Five Year Strategy go to the website:

## **Policy, Legislation and Legal Issues**

**Goals:** Increased safety for victims of family violence.  
Enhanced response to family violence issues.

**Strategies:**

38. Ensure that those responding to family violence and those providing services have appropriate policies and protocols in place reflecting the principles of this strategy.

39. Identify and work towards the removal of gaps and/or barriers in policy or legislation relating to the prevention of family violence, provision of services and accountability for action.

## Appendix B - Sample Checklists

### Checklists for Monitoring Woman Abuse Protocols: Police Services - For Internal Office Use Only

#### **Checklist # 1 Orientation & Knowledge** (to be completed by staff)

- " I know about and use the woman abuse - domestic disputes protocol
- " I understand that woman abuse is about power and control
- " I understand the cycle of violence - explosive event, remorse, tension building
- " I understand that because of the dynamics of abuse, ending an abusive relationship may take time
- " I understand that offenders frequently minimize and deny abuse and the need to hold offenders accountable
- " I understand the importance of women having information and making choices
- " I understand that children exposed to abuse may be children in need of protection
- " I understand the potential risk of extreme violence when a relationship is abusive
- " I am aware of the Woman Abuse Protocols of other services
- " I am familiar with the services of other organizations
- " I understand the need for a coordinated response of service organizations
- " I have attended training on woman abuse

#### **Check-list # 2 Investigating Domestic Disputes** (to be completed by staff)

- " I assess the extent of danger and prepare for any circumstances before requesting entry to the home; if entry is refused I follow procedures for lawful forced entry
- " I ensure the safety of all occupants, separate parties for interviewing, and locate children and others to a separate room when possible
- " I investigate to determine what happened and diligently obtain statements including any past history of abuse, and collect evidence

- " If children are involved I make a referral to Child & Family Services according to protocol
- " In all cases, where a charge is warranted on the evidence, I lay a charge, and where circumstances warrant arrest, remove the offender from the premises
- " I always ask the victim whether she has sustained any injury, and if medical treatment is required ensure she is taken to medical facilities immediately
- " In all instances of visible injury, I arrange to have the injuries photographed - on that date; subsequently if appropriate
- " I inform the victim of Emergency Protection Orders (EPO) and contact the Justice of the Peace when an EPO is appropriate
- " If the offender is not removed from the premises and/or an EPO is not possible, I ensure the victim is relocated to a safe environment such as Anderson House or the home of a friend
- " If immediate victim support is needed I make a direct referral to Victim Services
- " Where there are reasonable grounds to believe a civil, criminal, or Emergency Protection order has been breached, I charge the suspect, and ensure a copy of the order is attached to the file
- " If I am called upon to assist in claiming personal property to which the parties have a lawful right my role is to attempt to prevent a breach of the peace
- " If I am called to a dispute about custody of or access to children, in addition to the initial response I am mindful of custody and access arrangements and requirements where a Family Law Court Order exists
- " I understand that unless a mandatory reference is made to police in Civil Court Orders my duty is to prevent a breach of the peace and attempt to have parties discuss and resolve the problem.

**Checklist # 3 - The Department Environment** (to be completed by supervisor or designated person)

- " The office has clear, visible messages in the form of posters and brochures that woman abuse is not tolerated, offenders are held accountable, and victims can talk to staff about abuse and their needs and concerns
- " There are posters/stickers about woman abuse in all bathrooms

- " The office environment is such that women's confidentiality and privacy is respected
- " We keep track of the number of woman abuse cases supervised by this office
- " We keep up-to-date contact information on emergency and support services for women who have been abused

**Checklist # 4 - Protocol Monitoring** (to be completed by supervisors)

- " All staff have received training in the Woman Abuse Protocol
- " All staff have received training in dynamics of woman abuse
- " We have an orientation plan for all new staff, or staff returning to our service
- " I review occurrence reports and follow-up with officers if a charge has not been laid or if children were present and a referral was not made to Child and Family Services
- " I review protocols regularly with staff during supervision and staff meetings to ensure protocols are being followed
- " I review protocols regularly with staff to ensure the protocols are current and effective, and recommend revising the protocols as needed
- " We have a consistent method of getting feedback about our service and ideas for improvement from victims of women abuse
- " I regularly assess the physical environment for clear, visible messages that woman abuse is not tolerated, abusers are held accountable, and victims can talk to the staff about abuse and their needs and concerns
- " We keep track of the number of woman abuse cases
- " Our office has good working relationships with government and community services that provide emergency and other supports to women who have been abused

**Checklist #5 - Some Questions for Supervisors to Ask Staff About the Protocol**  
(Ideas for supervisors to ask staff individually/or at a staff meeting)

1. Is the protocol helpful to you in your day-to-day work? " yes " no

Please describe -

2. What do you find helpful in using the protocol?

3. What do you find challenging in using the protocol?

4. How has the protocol made a difference to the abused women you see?

**Checklist # 6 - Monitoring a Coordinated Response** (to be completed by supervisors)

" I understand the need for a coordinated response of service organizations

" I am aware of the other Woman Abuse Protocols

" I am familiar with the services of other organizations

" I am confident that staff are appropriately referring women to other services that can meet their needs

" I include woman abuse on the agenda of meetings of our sector to review woman abuse protocols within our sector

" I provide the information needed so that the "coordinating committee" can assess the impact of the protocols

" I receive information from our representative on the "coordinating committee" about the impact of the woman abuse protocols

## Appendix C - Tools for Surveying Women

### **Information for Women About the Woman Abuse Protocols and Evaluation Survey**

#### **Background**

There are woman abuse protocols for Justice, Hospital Emergency and Financial Assistance services. Protocols are directions to staff on how to help women who have been abused. Survivors of women abuse, community representatives, and service providers worked together to develop the protocols.

#### **Goals of Woman Abuse Protocols:**

The goals of the Woman Abuse Protocols are:

- ' to ensure safe, effective and appropriate responses to women by service providers
- ' to assist service providers to appropriately encourage disclosure and to intervene at the earliest point possible, and
- ' to ensure that women affected by violence are included in the evaluation of woman abuse protocols

#### **Feedback from Women**

Women are being asked about their satisfaction with services by victim support workers - staff of Victim Services, Anderson House and Outreach Workers. This information will help services to do a better job of helping women who have been abused.

Information from the interviews with women will be given to participating organizations. There will not be any information in reports identifying individuals who participated in the survey. Women's names will be kept confidential.

### Introduction to Survey Questionnaire

We want to improve services to women who have been in an abusive relationship and want your feedback on the services you received. This information is confidential and your name is not included anywhere. Are you willing to tell us about your experiences? If yes, would you like to do that now? Option if not now: you can mail this questionnaire (provide self-addressed, stamped envelope). If no, acknowledge understanding, and offer opportunity to contact you later to give feedback. If yes, you can read through all the questions first so women know what you will be asking, and then go back to each one individually.

1. Have you completed this survey before? Yes " No " Don't Know '  
If Yes, how many times? \_\_\_\_\_
  
  2. Which groups have you been in touch with ? (put a check mark T in the box )  
' Police ' Hospital Emergency  
' Victim Services ' Probation Services  
' Financial Assistance (Welfare) ' Family Court  
' Turning Point ' Anderson House  
' Other, please list ' Other
  
  3. Please tell us what was helpful. For example - what things did people say or do that were helpful (Who, by position, location; not name, e.g. police - Charlottetown, or nurse - Souris)
  
  4. Please tell us what was not helpful. Probe - what things did people say or do that were not helpful (Who, by position and location, not name, e.g. police - Charlottetown, nurse - Souris)
  
  5. Is there any time that you:  
' Did not feel respected (Where \_\_\_\_\_ When \_\_\_\_\_)  
' Did not have privacy to talk (Where \_\_\_\_\_ When \_\_\_\_\_)  
' Did not feel safe to tell about the abuse (Where \_\_\_\_\_ When \_\_\_\_\_)
- Comments

6. Thinking back on the experience, did you get the help you needed? What did you need?

7. Thinking back on the experience, was there anything that a person could have said or done that would have helped you to take steps earlier?

8. Based on your experience what advice do you have for other women?

9. Based on your experience, what advice do you have for helpers / service providers?

10. Do you have any questions? Is there anything else you would like to add?

Date:

Name of Worker:

Organization

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**Consent to Take Part in Future Evaluations** Instructions: Ask woman if she would you be willing to talk about her experience again in a year or two? We want to see how the services made a difference. If yes, complete the following information. If no, acknowledge understanding and thank woman for her ideas.

**Instructions for Interviewer -**

Would you be willing to talk about your experience again in a two or three years? We want to see how the services made a difference. If yes, complete the following information. If no, acknowledge understanding and thank woman for her ideas.

We work with the Premiers Action Committee on Family Violence Prevention to improve services, and hope to interview women again in the future to hear how the services have helped you, and ideas you have to make the services better.

Would you feel safe and be willing to be contacted at that time. You can decide then whether you want to participate. If you would be willing to be contacted, please provide your name, phone number, and best time of day to call. Please sign the form to show that you are willing to be contacted.

Name: \_\_\_\_\_

I am willing to be called about my experiences with services

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, I understand that I may be called at a later date by a researcher who will talk with me about my experiences and satisfaction with services. The information I give will be confidential and will only be used for research.

I can be reached at the following telephone number(s): work \_\_\_\_\_  
home \_\_\_\_\_ for the purpose of arranging a contact. The best time of day to contact me is \_\_\_\_\_ at home / work.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

In case you move or change telephone numbers, it would be helpful if you could give the name of one or two people, such as friends or relatives, who could help us contact you. We will contact this person only if you move, and only to get your phone number.

Name \_\_\_\_\_ Name \_\_\_\_\_

Relationship \_\_\_\_\_ Relationship \_\_\_\_\_

Phone number \_\_\_\_\_ Phone number \_\_\_\_\_

Thank You

## Appendix D - Sample Annual Meeting/Workshop Agenda

### PEI Woman Abuse Policies and Protocols Annual Meeting/Workshop

Purpose: To celebrate successes and plan together for improved coordinated approach to woman abuse

Objectives:

- Assess and celebrate progress toward safe, effective and appropriate responses to woman abuse
- Learn from survivors of abuse and each other
- Plan for improved responses

- 9:00 Welcome / Purpose / Introductions
- 9:15 Panel Presentation - Highlights from each sector (based on Annual Report Card, Part 1)
- 10:00 Victim Perspective - Response from victim advocates and survivors (based on Annual Report Card, Part 2)
- 10:30 Refreshment Break
- 10:45 What Have We Learned / So, What Can We Do Now - Small Group Discussions
- 11:30 Highlights of Group Discussions
- 12:00 Lunch
- 1:00 Presentation (This could be a local or guest presentation to stimulate planning, sustaining, and evaluating - a knowledge, skill-building approach)
- Dialogue/Discussion
- 2:00 How are we Doing / What Can We Do Together - Sector or Geographic Groups (This would be an opportunity for information sharing and joint planning, for example - how can we improve coordination in West Prince?, how can the justice sector work together to improve orientation and training? This session would include victim advocates and survivors.
- 2:45 Refreshment Break
- 3:00 Highlights of Sector or Geographic Groups
- 3:30 Evaluation / Closing