

Hotline Training – Domestic Violence



- Angela Lee, Associate Director
- New York Asian Women's Center
 - www.nyawc.org
- 24-hour toll-free hotline: 1-888-888-7702

Domestic Violence (DV) is a Public Health Problem

- 2-4 million women battered each year
- 20-30% lifetime risk for DV
- 1,500 women murdered by current or past intimate partners
- 37-54% of women seen in the ER have been abused by an intimate partner at some point
- 5-6% prevalence of elder mistreatment (1.8M)
- 16% of women have history of sexual abuse by a family member

Who are Asian Women?

- Asian Pacific women are commonly known as Chinese, Japanese, and Korean
- Also include women from the Pacific Islands & Southeast Asia: Hawaii, Fiji, Samoa, Tahiti, Guam, Palau, Philippines, Vietnam, Thailand, Cambodia, Laos, Malaysia, Indonesia, India, Pakistan, Bangladesh, Nepal, Sri Lanka, etc.

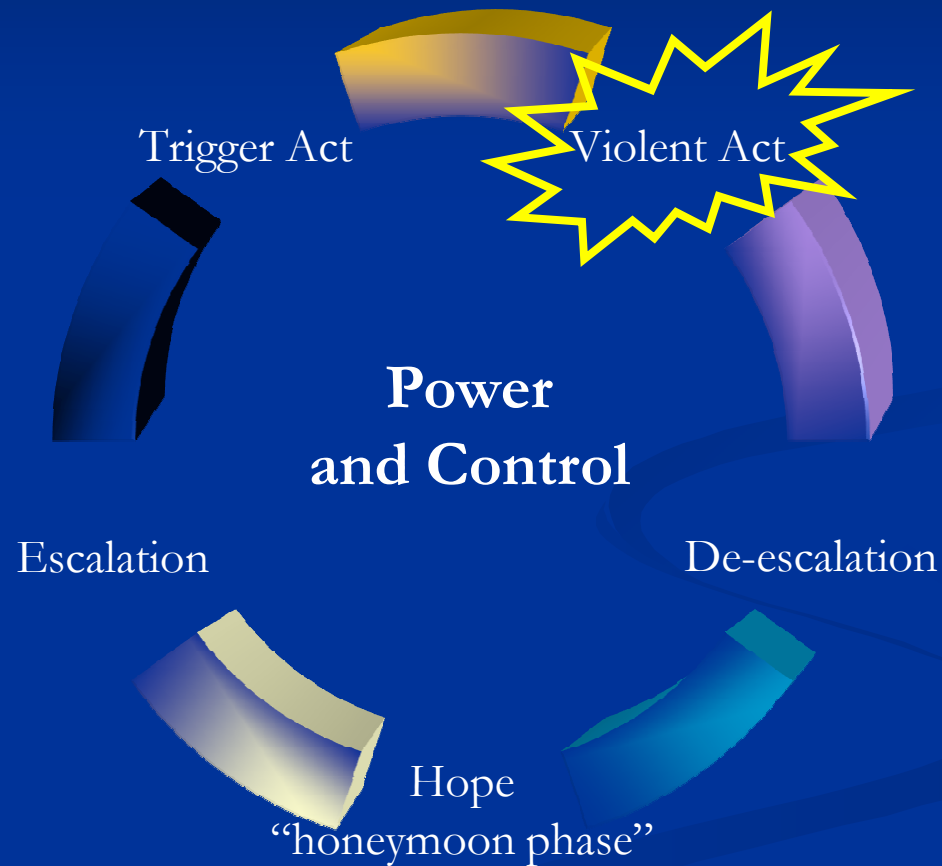
What is Domestic Violence?

- A pattern of assaultive and coercive behaviors in which an individual establishes and maintains power and control over another with whom he/she has an intimate, romantic, or family relationship. This includes but is not limited to:
 - Actual/threatened physical or sexual abuse
 - Psychological abuse
 - Social isolation
 - Deprivation
 - Intimidation

Cycle of Violence

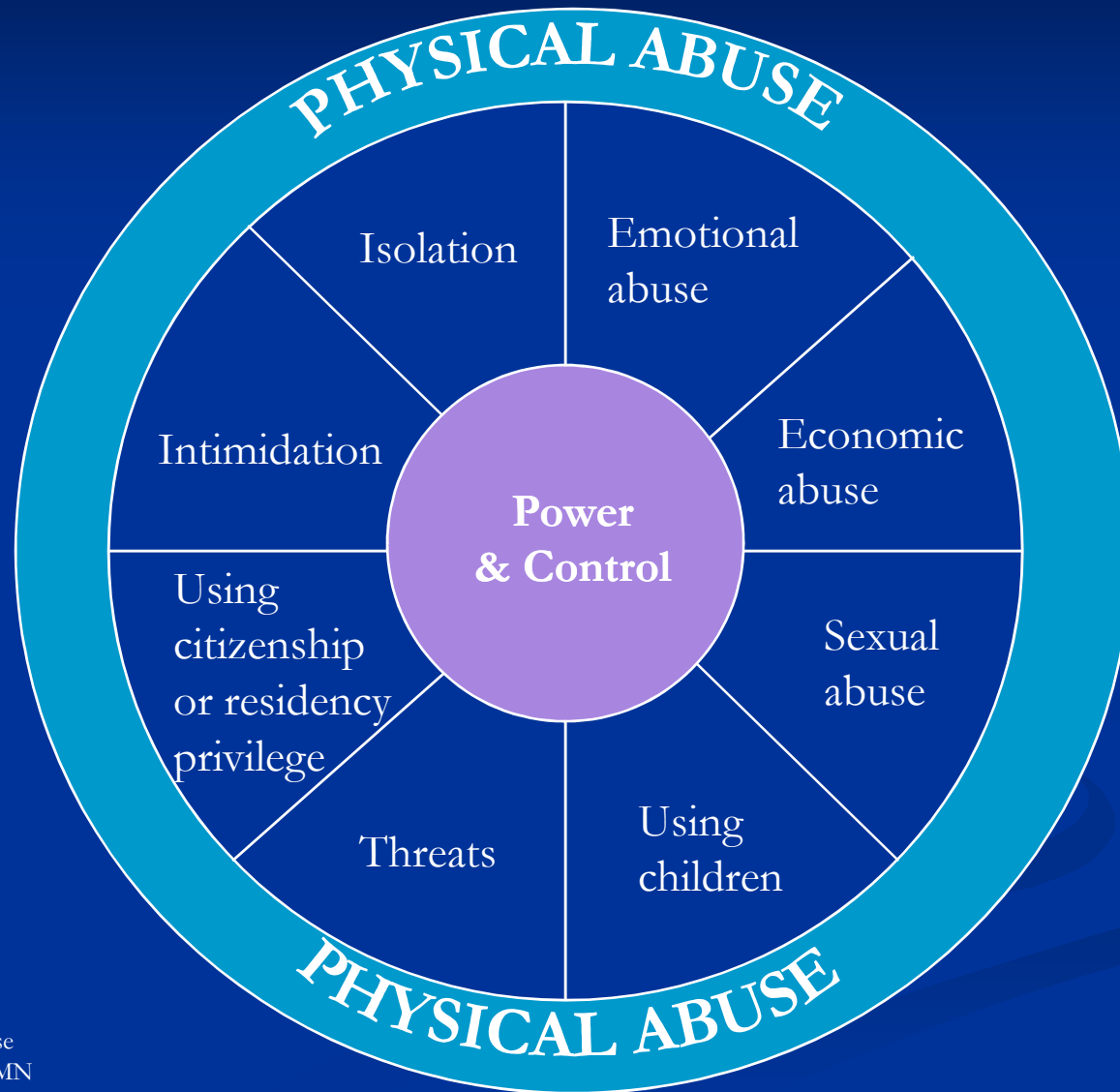


Cycle of Violence



Adapted from Brooklyn DA's Task Force meeting in March, 2000.

Power & Control Perspective



Equality Perspective



Who is Battered?

- There is NOT a “typical woman who will be battered” – risk factor is being born female
- >50% of all women will experience physical violence in an intimate relationship
 - 24-30% of these women experience regular & ongoing battering

Who is Battered?

- 22-35% of women visiting ERs have abuse-related injuries (*JAMA*, 1990)
- Up to 50% of homeless women & children in the U.S. are fleeing domestic violence (Elizabeth Schneider, *Legal Reform Efforts for Battered Women*, 1990)
- 5-25% of pregnant women are battered (Evan Stark & Anne Flitcraft, 1992)

Forces that Keep Women in Abusive Relationships

- Fear
- Psychological factors
- Socialization of women/men
- Cultural issues
- Heterosexism
- Isolation
- Lack of resources
- Society's response
- Substance abuse
- Disability

Myths about the Asian Community

- A woman is beaten because she displeases her husband. She can stop the abuse by obeying him.
- Women must keep the family together because divorce does not/should not exist in Asian families.
- Battering results from poor communication and can be resolved if the couple talks to one another, prays together, gets counseling, etc. This is especially problematic because Asians are taught to be non-expressive.

Myths about the Asian Community

- A woman must stay with her husband in order to receive her permanent residency.
- A husband has the right to beat his wife if she has an affair. This is an ingrained Asian cultural practice.
- Elder abuse doesn't occur in Asian communities
- Asian immigrant women cannot survive economically on their own.
- Undocumented women cannot get help.

Barriers to Seeking Help

- Fears...
 - Husband/partner would abandon her
 - Children taken away
 - Violence used against children or her family
 - Not being able to legalize immigration status
 - Husband/partner may be deported

Barriers to Seeking Help

- Lack of...
 - Fluency in English
 - Support from family/friends/community
 - Financial resources
 - Access to basic social services

Why Women Can't Just Leave

- Fear of violence and death
- Held in a hostage situation
- Criminal Justice system is unable to sufficiently protect
- Economic reasons/lack of resources
- Cultural or religious beliefs
- Abusive/loving relationship

Woman's Emotional State when Calling the Hotline

- Worries about how to communicate with counselor
- Fears the counselor will be judgmental
- Embarrassment in labeling herself as a “battered wife”
- Confidentiality
- Commitments
- Range of emotional reactions: loss of control, helplessness, fear, anger, guilt, embarrassment, doubts about sanity.

Role of a Hotline Counselor

- Be a good listener: Don't jump to give advice
- Listen to women's response
- Try to be objective and non-judgmental
- Do not raise false hopes or give false encouragement
- Provide unconditional support: e.g. "No matter what happened, you don't deserve to be beaten."
- Be a practical helper and educator

If woman answers YES:

- Encourage her to talk about it
- Listen non-judgmentally
- Validate her experience
- Explain to her about her options
- Assess the safety needs of the patient
- Provide appropriate information, referral, and support

Validate Woman's Experience

- Victims fear they are not believed.
- Statements of validation include:
 - “You are not alone.”
 - “You don’t deserve to be treated this way.”
 - “You are not to blame.”
 - “What happened to you is a crime.”
 - “You are not crazy.”
 - “Help is available to you.”

Guidelines For Hotline Calls

- **Emergency Calls:** If the woman is in immediate danger:
 - Advise her to run away or go to a safe place
 - Get woman's basic information, e.g. name, phone #, address etc...
 - Call 911/or seek medical attention
 - Instruct woman to call back when she is safe

Guidelines for Hotline Calls (cont.)

- **Non-Emergency:** If the woman just needed someone to talk to or she is the first time caller:
 - Explain who you are
 - Describe NYAWC's services
 - Assess her immediate danger
 - Assess her need for medical attention
 - Assess the nature/frequency of abuse
 - Assess the nature of her relationship with the abuser
 - Determine her state of mind/emotional need
 - Determine her access to resources
 - Develop a safety plan
 - Establish on-going contact

Assess Caller's Safety

- Discuss the following indicators for assessment:
 - Increase in frequency/severity of assaults
 - Increasing or new threats of homicide/suicide by partner
 - Threats to her children
 - Presence of availability of firearms/weapons

Legal & Concrete Needs of A Battered Woman

- Calling 911
- Orders of Protection (Criminal & Family Court)
- Shelter
- Rights of Crime Victims in New York State - Crime Victims Board (CVB)
- Rights of battered women
- Immigration
- Public Assistance

Safety Planning

- Call 911 if you are in danger or hurt
- Arrange a signal with a neighbor or your children to call police when necessary
- Memorize NYAWC's 24-hour multilingual toll-free hotline: 1-888-888-7702
- Number & location of the local police precinct
- Hide a spare car key and house key
- Keep important documents and \$ in a safe place

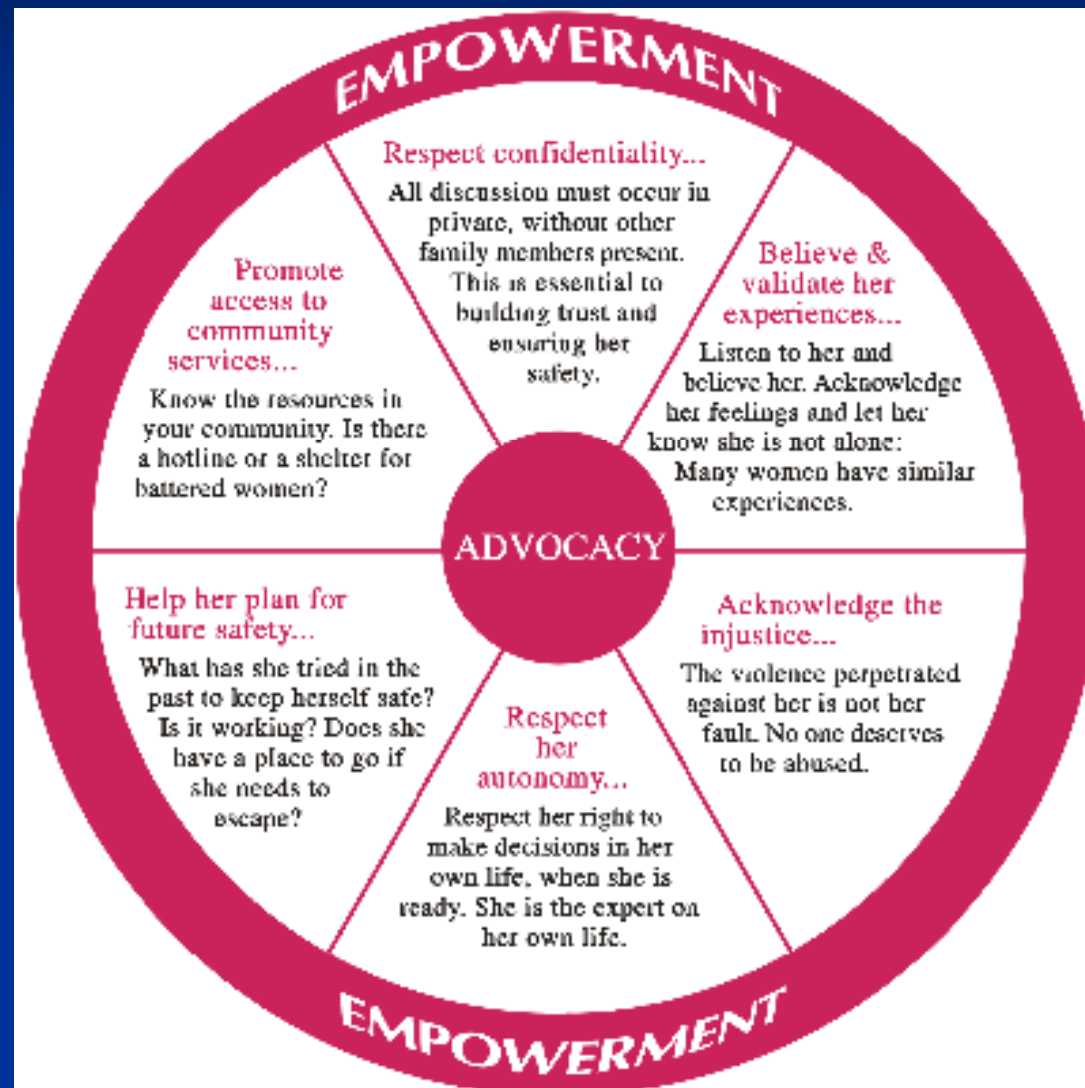
Safety Planning

- Know abuser's SS#, birth date, and birth place
- Hide a bag packed with basic necessities for you and your children
- Take something your child is attached to
- Identify a place to stay in emergencies
- Document abuse: photos, journal, medical records

Needs of Asian Women

- Orientation to basic legal rights
- Confidentiality
- Safety Planning
- Provide resources and options
- Support network like NYAWC
- 24 hr hotline: 1-888-888-7702

How You Can Help



Adapted from: *The Medical Power & Control Wheel*.
Developed by the Domestic Violence Project, Inc., 6308 Eighth Ave., Kenosha, WI 53143, USA.