



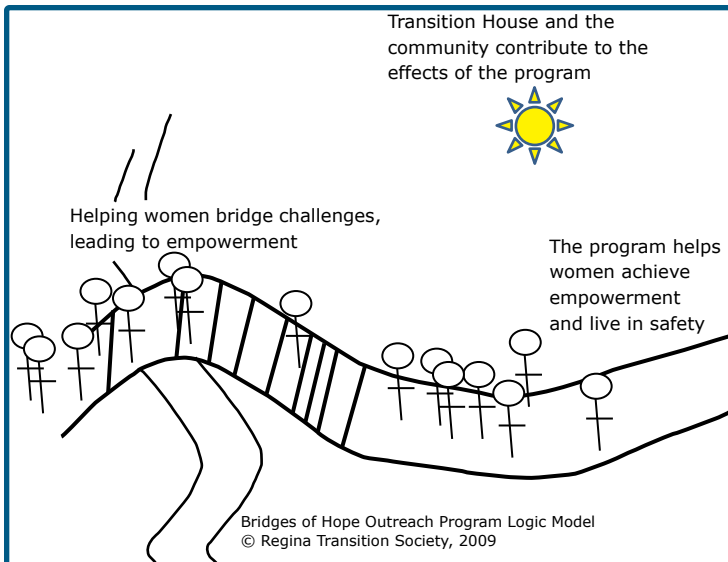
*"Building the smallest democracies at the heart of society."  
The United Nations: The International Year of the Family, 1994*

Agreement# 40063171

## *The Road to Empowerment: An Evaluation of the Bridges of Hope Outreach Program at Transition House Regina*



*by Meghan Woods, Kim Fellner, Maria Hendrika, and Mary Hampton*



In the program design, Maria and Kim planned to conduct an evaluation in the early stages in order to understand how the program helps women after they leave the shelter. They thought an outsider's perspective on how the program works and recommendations for program development would suit their needs. Kim and Maria also hoped that by hiring someone not involved in Regina Transition House, clients and staff would feel comfortable sharing what they thought was good about the program and what needed improvement. After receiving funding from the PrairieAction Foundation CARE grant, Maria and Kim invited **Dr. Mary Hampton** and graduate student **Meghan Woods**, both from the University of Regina RESOLVE team, to conduct an evaluation of the program.

To gather information about the program, focus groups and interviews were conducted, and client files were coded. The goal was to understand how the pieces of the program work together to help women leaving Regina Transition House achieve their own goals of empowerment and violence free lives. Focus groups were conducted with nine women in the program, and nine staff members participated in focus groups

**Bridges of Hope... cont'd on page 6**

**H**earing that your clients think you are doing a good job is exciting, which **Kim Fellner**, Outreach Co-ordinator, and **Maria Hendrika**, Executive Director at **Regina Transition House**, discovered through evaluations of their brand new **Bridges of Hope Outreach Program**. The Bridges of Hope Outreach Program was created in April 2008 to help the women and children staying at Transition House to establish violence-free lives after leaving the shelter.

According to Maria, everything came together at the right time for the program start. She knew that outreach programs help meet a need for women who leave abusive relationships, and researchers have found that outreach programs can be helpful to survivors of inter-personal violence, which contributes to their well-being.

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## *Abuse of Older Adults: A Canadian Gerontological Association National Conference Activity Report (Winnipeg, October 2009)*



*by Kerstin Stieber Roger, Janelle Curtis, Charmaine Spencer, and Susan Crichton*

### **Defining Elder Abuse**

According to the Manitoba Seniors and Healthy Aging Secretariat, elder abuse in Manitoba is defined as “any action or inaction by a person in a relationship of trust which jeopardizes the health or well-being of an older person.” Similar in some regards to child neglect, elder neglect refers to situations where a spouse, partner, family member or other key person either intentionally or unintentionally withholds care and/or attention from an older adult who is not able to take care of her or his own needs.

### **International, National and Local Elder Abuse Organizations**

The **International Network for the Prevention of Elder Abuse (INPEA)** is an organization dedicated to the global dissemination of information as part of its commitment to the world-wide prevention of the abuse of older people. The **Canadian Network for the Prevention of Elder Abuse (CNPEA)** is a national non-profit organization dedicated to the prevention of the abuse of older people in Canada. The **Manitoba Seniors and Healthy Aging Secretariat** continues to lead a province-wide elder abuse strategy. The **Elder Abuse Strategy** includes an abuse line, community development, education and awareness, research and counseling services. They support a safe suite that provides a safe haven for older adults leaving an abusive relationship.

### **Canadian Association on Gerontology National Conference (CAG)**

**Charmaine Spencer**, *Research Associate*, Gerontology Research Centre, Simon Fraser University, **Susan Crichton** (*Senior Consultant Policy Analyst*, Federal Elder Abuse Initiative, Public Health Agency of Canada), and **Kerstin Roger** (*Assistant Professor*, Family Social

Science, University of Manitoba) presented a panel discussion at the **Canadian Association of Gerontology** on a highly publicized New Brunswick case – the elder neglect and death of **Kathleen Grant**. The panel examined areas of protective legislation, competency/capacity and intervention and prevention efforts. A dynamic discussion about the family relationships and other key issues ensued with over twenty participants.



There were several other paper/poster presentations at CAG on abuse and neglect of older adults, including a poster by **Silvia Straka** (University of Manitoba, Social Work) on intimate partner violence among older couples in Quebec. Charmaine Spencer and **Christine Walsh** (University of Calgary) presented on the current status of prevalence research and screening tools in this area. The graduate student poster prize at the conference went to **Kristel LeBlanc**, titled *What do we know about intimate partner violence experienced by women in later life?*

### **CAG Elder Abuse Pre-Conference Workshop**

A full day pre-conference workshop on elder abuse was also held at the 38th annual **Canadian Association on Gerontology Conference** titled ***Rippling Effects of Multi-Disciplinary Approaches***. Keynote presenter, **Detective Constable Christina Wolf**, *Elder Abuse Section*, Ottawa Police Service reviewed the challenges of working collaboratively within privacy legislation frameworks. Case studies focused on building relationships between community agencies, health professionals, law enforcement and others; and promoting a multi-disciplinary approach to responding to incidents of elder abuse. ❀

## Manitoba Update



by Jocelyn Proulx

### The End of a Journey

In Fall of 2005, we began to interview women for the *Healing Journey Project*, a longitudinal study of women who had experienced intimate partner violence. In these early months of 2010, we are near the end of these interviews. These four years produced rich and varied information that will inform community organizations, the academic literature, and policy makers for the next several years. The project has also produced collaborative community/academic partnerships and a very human connection between researcher and participant that is unlikely in projects with only one episode of data collection.

The Healing Journey included seven waves of interviews and, for 32 women, an additional interview where they talked in more detail about their life and experiences of violence and abuse. During this time many interviewers and participants established a rapport that represented a connection between academia and the public as well as a connection between individuals.

### Rapport and Attrition

The rapport between interviewers and participants helped to develop respect for each other's time and understanding of each other's circumstances. In turn, this helped them to maintain contact despite personal issues, schedules, and mobility, thereby keeping attrition rates down. Originally, 222 Manitoba women were recruited for the study. The current number of women interviewed for the last interview is 130, with another ten interviews anticipated in the near future, giving a retention rate of 60%. This retention rate is similar to those obtained by others doing longitudinal research on intimate partner violence and is commendable given the sensitivity of the topic and the mobility of the population.

Interviewers and participants kept in touch between interviews through phone calls or emails. Many of the participants would contact interviewers or other members of the research team to inform them that they had moved or changed their number. Some

wanted to continue with the project despite moving to another province and in one case, to a different country. A number of women had gone back to school or gained employment and, despite time for interviews being difficult to fit into their schedule, they were very accommodating.

### The Human Connection

Because of the information shared and the time spent together, many participants and interviewers formed a connection. Time was often spent either before or after the interviews talking about things that had happened or changed in participants' lives. Some exchanged cards during the holiday season, and participants would show pictures of their children or discuss new endeavours such as jobs, going back to school, or purchasing a house.



### Saying Goodbye

The rapport built between interviews and participants, the personal nature of the questions answered, and the regular contact within the past four years, meant that the end of the interviews was often difficult for both individuals. Interviewers indicated that they would miss the participants and would think about them and wonder how they were doing. Participants also expressed a sense of ending and a few maintained contact with their interviewers via email, asking for information, or sending holiday greetings. At the final interview many wanted to know how they could stay connected with the study to find out some of the results. All were given the RESOLVE website [www.umanitoba.ca/resolve](http://www.umanitoba.ca/resolve), where information about the longitudinal study can be found under *What's New*.

With the end of the interviews, the data analysis and information sharing phase of the project will become more prominent. As more analyses are done on the data the website will contain an increasing amount of information, which will allow participants and all other interested individuals to keep up with the information learned from this project. ❧

## Saskatchewan Update



by Ann Bishop, Conference Organizer and RESOLVE Saskatchewan Project Coordinator

**R**ESOLVE Saskatchewan is happy to report that **Research Day 2009** was a huge success, with a respectable 196 participants in attendance. Representatives from the Government of Saskatchewan, City of Regina, University of Regina, and University of Saskatchewan brought greetings to the Thursday evening social and voiced support for our efforts to end violence against women. The new president of the PrairieAction Foundation, **Mary Rose Maguire**, also voiced her personal support and PrairieAction Foundation's ongoing commitment to RESOLVE's work.

The following day our morning keynote speaker, **Senator Raynell Andreychuk**, applauded RESOLVE's research. Senator Andreychuk is a former family court judge, and has seen the effects of violence on families firsthand. She stated that the research conducted by those affiliated with RESOLVE is the kind

of activity that lets people such as herself know what works. She noted that violence is no longer something to be ashamed of, or hidden, but instead is something that will no longer be tolerated by society. More needs to be done to prevent family violence in our communities, so the work must continue.

After lunch, our second keynote speaker took stage. **Ken Crawford** is a natural story-teller and had people laughing and crying with his presentation. Ken's twenty plus years of experience in the field of family violence gave him a lot of material to work with. Over the years he has worked to help individuals, organizations and governments adapt, grow, and work for safe, respectful communities. Ken's stories were inspirational and brought comfort and encouragement to many in the audience. One person was moved to write a touching letter to us.



Senator Raynell Andreychuk

Thirty-six presentations were made and were well received. Most popular were the Healing Journey presentations, with standing room only in more than one session. Many of the presentations allowed graduate students to show their stuff. Obviously our "researchers of tomorrow" were keen to present their findings and it was all first rate. Another highlight was art work displayed by the Prairieaction Foundation's artist-in-residence, Teresa Posyniak.

Evaluation forms were consolidated shortly after the conference and results were positive. Some participants would have liked to see more in-depth treatment of the topics but overall everyone seemed very pleased. We had more than one person say that this was the best conference they'd ever attended! Evaluation results can be found on our website at [www.uregina.ca/resolve/RESOLVE/news.htm](http://www.uregina.ca/resolve/RESOLVE/news.htm).

Our conference would not have happened without our wonderful volunteers. Our volunteer coordinators **Kim Zorn** and **Karlen Herauf**, were crucial to the outcome of the event. Kim and Karlen are University of Regina students who volunteered many hours to make our conference such a success. Individuals from RESOLVE Saskatchewan's Steering Committee, who acted as moderators, also get a note of thanks. No arm twisting was required for their assistance!

The planning group did a great organization job and the venue people also deserve a note of thanks for their great facilities and exceptional food.



Ken Crawford

All of us at RESOLVE Saskatchewan hope that all participants enjoyed their experience. See you all next year in Calgary at RESOLVE Research Day 2010! ☘

## Alberta Update



by Leslie M. Tutty

**L**ast year we submitted a report of the Alberta portion of the tri-provincial *Healing Journey* to the **Alberta Centre on Child, Family and Community Research**, which funded a component entitled *A longitudinal study of mothers affected by intimate partner violence: Perceptions of their Children's Well-being and Family-related Service Utilization*. We reported some of those findings in the February 2009 RESOLVE Newsletter. Our project funding was extended until December 31, 2009. This update presents some new results from that project, focussed on post-separation issues for the mothers and their children.

To recap the basics, in April, 2007, we completed recruiting 231 Alberta women in for Wave one of the Healing Journey Project in Alberta, with 92.6% or 214 women being mothers. The women were an average age of 38 years of age with an average yearly total family income of \$24,318 (range of 0 to \$235,000). A little more than half of the mothers were Caucasian, almost one-third are Aboriginal or Métis (32%) and a smaller group were from other visible minority backgrounds (11%).

Research has tended to focus on abusive behaviours towards women when couples are together. Less has been written about abuse that continues post-separation, when custody and access can become the new venue for continuing to exert power and control over the woman. The report described a number of the partner's abusive tactics targeting either the children or the mothers' sense of competency or her reputation as a competent mother. The most common examples of such tactics reported by the Alberta woman are abusive partners telling others that they are bad mothers, trying to control the way they raises their children and trying to control the children. Less common, but still serious concerns, were threats to abduct or hurt the children. Indeed, 25 of 148 women specified that their abusive partners had abducted their children once or more than once.

The impact of such actions or threats to the children or to the mother's sense of competency was generally serious, creating considerable anxiety, fear and upset. Nevertheless, even when still together, the women utilized numerous strategies to protect the children from being exposed to or suffering the consequences

of the abuse. The list of strategies included informal mothering strategies such as introducing activities to help the children feel good about themselves, relationship strategies with the partner, such as ending the relationship and contacting formal agencies such as the police, child welfare or shelters. Across these categories, the women saw the most effective strategies as separating/leaving the relationship, being affectionate with the children, parenting them alone, support from women's shelters and avoiding potentially violence situations.

**Lorraine Radtke**, University of Calgary, **Jan Reimer**, Provincial Coordinator of the Alberta Council of Women's shelters and **Dr. Leslie Tutty**, Academic Research Coordinator of RESOLVE Alberta (with input from **Carolyn Goard**, also from the Alberta Council of Women's Shelters) presented some of the Healing Journey Alberta results in a keynote address at the **Diverse Voices** conference in Edmonton in November, 2009. Information about mothering was offered in a subsequent breakout session. The audiences for both seemed appreciative of the information and the research in general. ☘



Jacqueline Warrell, our new research assistant at RESOLVE Alberta

*Bridges of Hope* cont'd from page 1

and individual interviews. A version of the program model (pictured on cover) was presented at the RESOLVE Research Day 2009.

Information for the program model was collected from participant files, and interview data was analyzed to understand the women's needs; what went into running the program; what participation in the program involved; how the program interacted with the shelter and the community; and how the program affected women's lives. In total, 49 women from Transition House accessed the program during its first twelve months. Women reported a wide range of needs that they saw the program address, including help with addictions, meeting such basic needs as food and housing, advocacy, education, employment, transportation, legal support, life skills development, parenting support, meeting children's needs, and providing for their family at Christmas.

Women also described many important ingredients to the running of this program. Without funding, food donations, clothing, household items, and a vehicle for transportation, clients' needs could not be met. Clients and staff also reported that Kim Fellner as the Outreach Co-ordinator is an important "ingredient to success" for the program. They described her as approachable, knowledgeable, and flexible - all qualities emphasized as important in an Outreach Co-ordinator.

Housing the program at Transition House is also helpful to the program and the shelter, as Kim has contact with clients during their stay, then invites them to join the program after they leave the shelter. Staff at Transition House, who include the Child Counsellor and Domestic Violence Counsellors, are involved in the administration of the program when the Outreach Co-ordinator is not available. At these times, clients can receive counselling from the Domestic Violence Counsellors by phone and counsellors then update the Outreach Co-ordinator on this contact. Staff also emphasized that they enjoy hearing how clients are doing after they leave the shelter, which was not always possible before the outreach program began.

Program activities have evolved over the first year of existence. Depending on their needs, women participate in such activities as advocacy and referrals to community services. They receive childcare in order to participate in program events, support groups, and such social events as a holiday party, summer picnic, and fall feast. Clients also participate in individual meetings with the Outreach

Co-ordinator in person or by phone, and obtain education and supportive counselling.

Women reported receiving emotional support in the program. For example, a client noted *"the Outreach Coordinator would say, 'Look at all you've done and you did this all on your own. You told me that last time anything you tried to have, he took away. And look at all you have now.' And she just helped me like that and reminded me about the good things I've done and that I've done it on my own."* Women also described having their basic needs met, receiving education on violence and abuse, safety planning, and reducing isolation through their relationship with Kim and other program clients.

The program has also helped women bridge such challenges as addiction, continued violence, poverty, and difficulty finding transportation to attend appointments. Staff and clients also described an important relationship between the program and the community, particularly because the program is referral based. Women were linked with such community agencies as the Blue Mantel, Dress for Success, second stage shelters, and Family Services Regina. Participants stated that the program should offer a mentorship program, more legal support, more Elder involvement, and more help with meeting basic needs.

Although the program is in its early stages, women and staff report seeing positive changes in participants' lives. Overall, the women in the program said they think the program helps by connecting them to community resources, providing support, and helping them to overcome challenges. Clients emphasized that the program was very helpful at times when they felt completely alone. As one client stated, *"You feel like you've got somebody on your side."* ❧



*Pictured (left to right): Meghan Woods, Maria Hendrika, and Kim Fellner*

## CONFERENCES AND EVENTS



**February 27 & March 6, 2010 - FREE Self Defense Courses for Women** presented by the Fort Garry Women's Resource Centre. The courses will be held at St. Andrew's United Church, 255 Oak Street in Winnipeg, Manitoba. Using the technique of Wen-Do, a certified instructor will offer discussion and physical skills in a supportive and non-competitive atmosphere, regardless of age or ability. Supported by The Winnipeg Foundation and the Government of Manitoba - Department of Family Services. To register, please call **(204) 477-1123**.

**March 10–12, 2010 - 8th Annual Youth, Violence & Changing Times Training Conference** presented by the First Nations Training and Consulting Services. Sessions will be held at the Fairmont Empress in Victoria, British Columbia. Conference information is available at [www.firstpeoplescanada.com/YC2010%20Registration%20package.pdf](http://www.firstpeoplescanada.com/YC2010%20Registration%20package.pdf). For more information contact First Nations Training and Consulting Services at **(250) 652-7097** or [admin@fntcs.com](mailto:admin@fntcs.com).

**March 22–25, 2010 - 26th National Symposium on Child Abuse** presented by the National Children's Advocacy Center. The event will be held at the Von Braun Center in Huntsville, Alabama, USA. Symposium details are available at [www.nationalcac.org](http://www.nationalcac.org), select the symposium link. For additional information, contact Marilyn Grundy at [mgrundy@nationalcac.org](mailto:mgrundy@nationalcac.org) or **(256) 327-3863**.

**May 13–14, 2010 - Becoming Ethical Workshop** presented by Professional Initiatives, in Winnipeg, Manitoba. This workshop will focus on the nature of restoration in the aftermath of abuse. Alan Jenkins will critique popular ideas concerning remorse, apology, forgiveness and reconciliation, while highlighting possibilities for ethical practices of restorative action. Practical approaches to creating ethical relationships and family and community intervention will be outlined and demonstrated with a specific focus upon facing shame without shaming; moving from ethical realization to restitution; determining respectful forms of connection which are accountable; and finding integrity through ethical action. Alan Jenkins is a counselor, consultant and trainer, and has worked for 25 years in the field of therapeutic intervention with men and boys who have engaged in violence and abusive behaviour. For more information, contact Professional Initiatives at **(204) 254-7148** or e-mail [pi\\_workshop@mts.net](mailto:pi_workshop@mts.net).

### Community Action, Research & Education (CARE) Grant Program

#### Call for Letters of Intent 2010

**Deadline: March 25, 2010**

The CARE Grant Program furthers **Prairieaction Foundation's** goal to support community-based research into solutions to violence and abuse. The Program funds qualifying charitable organizations to do research projects that identify potential strategies, models and methods to ultimately eliminate the issues and impact of family violence and abuse.

At *Prairieaction* Foundation, we believe that results-oriented research can reduce or eliminate violence and abuse in our communities by telling us how effective laws and policies, well-designed programs and well-resourced community responses can make a difference in the lives of families and our communities every day.

The essence of the CARE Grant Program is to fund human services agencies and other registered charities for research that will:

- Identify effective strategies, models and methods to prevent and alleviate violence and abuse; or
- Demonstrate the impact of a specific program or approach in providing solutions to violence and/or abuse.

For details, please visit [www.prairieactionfoundation.ca/Documents/CARE grants LOI 2010.pdf](http://www.prairieactionfoundation.ca/Documents/CARE_grants_LOI_2010.pdf).

RESOLVEnews is a quarterly newsletter published by RESOLVE Manitoba. Any submissions, announcements and inquiries can be directed to the RESOLVE office in each of the three prairie provinces or to the editor, Ilze Cepelis, RESOLVE Manitoba - phone (204) 474-8965; fax: (204) 474-7686; e-mail: [newsedit@cc.umanitoba.ca](mailto:newsedit@cc.umanitoba.ca)



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Phone: 1-877-926-8129 / Fax: 1-877-947-9767

E-mail: [info@prairieactionfoundation.ca](mailto:info@prairieactionfoundation.ca)

Web site: [www.prairieactionfoundation.ca](http://www.prairieactionfoundation.ca)

## *Building More Understanding Though Closer Relationships*



The role of the Prairieaction Foundation is to be an innovative funding partner in finding solutions to protect women and children from violence and abuse. RESOLVE's research helps to answer the core question "How do we know if we're doing the right things if we don't know what works?"

We time our annual in-person meeting to take place the day before RESOLVE's Research Day. This meeting allows us to hear directly from researchers about the answers to the core question (mentioned above). At our 2009 meeting, Dr. Jane Urşel, director for RESOLVE Manitoba, presented the results of her work on *Problem Solving Justice: Lessons Learned and Ongoing Challenges of The Winnipeg Family Violence Court*.

The **Community Action, Research & Education** (CARE) grant program furthers Prairieaction's goals by supporting community-based research. The Regina Transition Women's Society received a CARE grant to answer the question "Does the Transition House's Bridge of Hope Outreach Program make a difference in the lives of the women it services?" Maria Hendrika, the Society's Executive Director, reported at the January board meeting that our grant allowed them to answer this question in the affirmative—and to move forward with finding more long-term funding for the program. (See front page article.)

Our aim in creating more understanding with our RESOLVE and CARE stakeholders is to be able to provide our donors with a stronger case for investing in research. ☘

### **RESOLVE Manitoba**

~ Dr. Jane Urşel ~  
Director (Academic)

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RETURN UNDELIVERABLE CANADIAN ADDRESSES TO:

108 Isbister Building  
University of Manitoba  
Winnipeg, MB R3T 2N2

Ph: (204) 474-8965 Fax: (204) 474-7686

E-mail: [resolve@umanitoba.ca](mailto:resolve@umanitoba.ca)

Website: [www.umanitoba.ca/resolve](http://www.umanitoba.ca/resolve)

### **RESOLVE Saskatchewan**

~ Dr. Mary Hampton ~  
Academic Research Coordinator

LC 210, Luther College  
University of Regina  
Regina, SK S4S 0A2

Ph: (306) 337-2511 Fax: (306) 585-5267

E-mail: [resolve@uregina.ca](mailto:resolve@uregina.ca)

Website: [www.uregina.ca/resolve](http://www.uregina.ca/resolve)

### **RESOLVE Alberta**

~ Dr. Leslie Tutty ~  
Academic Research Coordinator

Community Research Development Coordinator

PF 3239

University of Calgary  
2500 University Drive NW  
Calgary, AB T2N 1N4

Ph: (403) 220-8181 Fax: (403) 210-8117

E-mail: [resolve@ucalgary.ca](mailto:resolve@ucalgary.ca)