

# FACILITATOR'S GUIDE

## “WELCOME TO THE TRUE NORTH STRONG AND FREE”

**A 24 Minute Newcomer Orientation Video on Family Abuse**

*(Produced to allow screening the entire video or in segments)  
(Format - DVD or online: [www.familyabusedvd.ca](http://www.familyabusedvd.ca))*



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# PROJECT BACKGROUND

**THE GOVERNMENT OF CANADA** understands that all newcomers need a wide variety of orientation information to settle successfully in Canada. Whether it is information on housing, healthcare, employment, language classes or life in Canada, newcomers require specific information that will help them integrate socially and economically. The Government recognizes this need and is continually working toward updating and expanding the foundation of necessary information provided to newcomers. Part of that necessary information is that newcomers understand the laws of Canada particularly those pertaining to abuse within the family.

To that end, Immigration, Refugees and Citizenship Canada funded a proposal submitted by Jangles Productions to produce an orientation video on family abuse to be shown to all newcomers. The video addresses the subject so newcomers are fully aware of what constitutes family abuse, the laws pertaining to it, and the consequences of such behaviour. It explains the country's strong opposition against all abuse and how it defends the constitutional right of all people to live safely and securely. It emphasizes that Canada is fully committed to assist victims of abuse, as well as those acting abusively, by providing the necessary resources and services to help stop the abuse.



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**NOTE**—The medium of video allows for a very “approachable” manner by which to present this challenging subject. It provides a method to sensitively introduce the topic of abuse and be a “door-opening” device to talk about it. The video gives facilitators a helpful non-threatening tool to address the subject of family abuse within orientation to all newcomers.

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# IMPORTANT POINTS

## **THE EFFECT OF THE SUBJECT MATTER ON YOUR AUDIENCE**

Global data shows that one out of every three women will experience physical or sexual abuse in their lifetime, and approximately 18% of women and almost 8% of men say they have been victims of sexual abuse as children<sup>1</sup>. This means there is a statistical certainty that there will be members of your audience who are currently or have been in an abusive situation, as well as those who have or still are acting abusively. Although the video does not graphically depict abuse it does portray it in a manner that may emotionally affect the audience and trigger past or present abusive experiences. As such it's very important you understand the subject matter as much as possible so you can adequately refer people for help should it become necessary either during or after the session.

## **ASSISTANCE FROM LOCAL FAMILY COUNSELLING AGENCIES**

It is important that you contact your local agency/ies that addresses family abuse so you can obtain materials that target both victims and perpetrators. Also secure any materials on parenting in Canada and the possible adjustments required as this is a related subject to family abuse. These materials are important to your presentation and should be identified to participants and handed out after screening the video. Request the materials in multiple languages if available. Also, local agencies can provide more information, answer questions and be a sounding board when developing your presentation. Their input and guidance would be very helpful on how best to present the subject matter and how to respond to audience questions and potential disclosures. Ask if they are available to attend the session to provide on-site support and to be there should any immediate counselling be required.

## **MAINTAIN PROFESSIONAL BOUNDARIES**

As an orientation facilitator you play a vital role in helping your clients become successfully integrated. You provide valuable information, while ensuring it is presented in a safe and trusting environment. If while providing information on family abuse a client discloses they are a victim or perpetrator of abuse, please be careful not to cross the line between facilitator and family counsellor as this could have negative effects on your ability to facilitate and your client's unrealistic expectations of assistance. You are the orientation facilitator and must be mindful not to take on the role of family counsellor by intervening and mediating in any family abuse situation. This should be conducted by those who are specifically trained in this area. Everyone wants to help their clients as much as possible but when it comes to family abuse, your clients need to speak with trained family counsellors. Listen to them, then refer them to a local agency.

## **PRESENTING SENSITIVE SUBJECTS**

The subject of Family Abuse can create a significant amount of fear, anxiety and resistance among newcomers. To reduce this reaction it's vital to build and draw upon the mutual trust and respect between you and your clients. The more trust and respect there is, the more your clients will be open to receive this difficult yet essential information. As well it's important to incorporate the suggested underlying theme that all newcomer parents can relate to – the innate desire of all parents to nurture and protect their family (see page 6). These two elements are key as they provide a respectful foundation from which to present this highly sensitive subject. Always be aware of your client's fear and anxiety and put yourselves in their position and ask, what would make me feel more comfortable to hear and receive this information.

<sup>1</sup> A Focus on Family Violence in Canada, Public Health Agency Canada 2016

# OUTCOMES

The desired session outcomes are that all newcomers will fully understand:

1. The constitution provides the right for everyone to live in a safe and secure environment.
2. Canada does not tolerate any abuse.
3. What constitutes abuse, the laws pertaining to it and the possible consequences of acting abusively.
4. All Canadians must abide by all laws particularly those surrounding abuse.
5. There is considerable support and assistance available to victims of abuse.
6. There is significant help offered to those who may be prone to, or are, behaving abusively.

# VIDEO OVERVIEW

Title .....	-“Welcome to the True North, Strong and Free”
Length .....	-24 minutes (can be screened in entirety or in segments – see Page 4 for details)
17 Language Versions .....	English, French, Amharic, Arabic, Burmese, Farsi, Hindi, Kurdish, Nepali, Ormo, Pashto, Punjabi, Somali, Spanish, Swahili, Tigrinya and Urdu
Equipment .....	-View by DVD: Monitor, (or video projector and screen), DVD player, speakers -View online ( <a href="http://www.familyabusedvd.ca">www.familyabusedvd.ca</a> ): monitor, laptop, internet, wire to monitor, speakers
Setting .....	-Ensure the room is comfortable and the door can be closed - Have a Do Not Disturb sign to place on the door while the session is in progress - Create a warm and trusting environment (i.e. – post family pictures, display flowers) - Have available water, glasses, tissues, pens and paper - Ensure childcare is available if required as well as interpreter services
Synopsis .....	- This video serves as an orientation tool on the subject of family abuse and is to be shown to all newcomers to Canada. It provides an overview of abuse, the types of abuse that occurs, the laws surrounding abuse, and the assistance available to both victims and perpetrators. It reinforces the fact that abuse of any kind is not tolerated in Canada and is dealt with in accordance with the laws of the country. It deals with this subject matter sensitively but with a resolve that the country’s constitution and laws are there to protect the rights of all Canadians assuring them a safe and secure environment that is free from any and all abuse.

# TARGET AUDIENCE

## 1. Newcomers Destined for Canada

Those individuals and families who have received confirmation of their immigration to Canada and are waiting to depart

## 2. Post-Arrival Newcomers to Canada

Those individuals and families who have recently arrived in Canada

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**NOTE – CHILDREN UNDER 16 YEARS OF AGE SHOULD NOT PARTICIPATE IN THIS SESSION. VIEWING THE VIDEO COULD CAUSE CONSIDERABLE CONFUSION, MISTRUST AND ANXIETY. ENSURE CHILDCARE IS AVAILABLE.**

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# VIDEO CONTENT

**Note** – Although it is recommended that the entire 24 minute video be shown to newcomers, it is recognized that there may be, on occasion, time constraints in orientation. In order to accommodate the allotted time for all orientations, the video has been produced to be either played in its entirety or in individual segments. This also allows facilitators the option to individually tailor their presentation along with meeting any time limitations. The following is a description of each individual segment that can be accessed independently through the DVD or online ([www.familyabusedvd.ca](http://www.familyabusedvd.ca)). Note - If playing segments only, screen segments 4, 6 and 7 as they comprise the most important information needing to be addressed.

## **Segment # 1 – Opening (1:00)**

## **Segment # 2 – The Mutual Obligation Between Canada and Newcomers (2:41)**

In order to address this sensitive subject we approach it by first stating the mutual obligation that exists between Canada and all newcomers.... Canada providing the services and programs to assist newcomers in their integration and newcomers taking full advantage of those services and programs. Only by both meeting their mutual obligation can successful integration take place.

## **Segment # 3 – Canada’s Strong Position Against All Abuse (2:53)**

Following from the previous segment on the “mutual obligation” between Canada and newcomers, the video then explains that part of that mutual obligation is the right of everyone to live in a safe and secure environment. Canada has enacted laws that allow all people to live safely and violence free, and Canadians and newcomers alike must abide by those laws. It continues by emphasizing that this right is enshrined in the country’s constitution. The audience is told that abuse is not tolerated in Canada and that there are strict laws against it. These laws are to protect all people and promote a violent free society.

## **Segment # 4 – Types of Abuse (6:38)**

The fourth segment of the video explains the five main types of abuse, (Physical, Sexual, Emotional, Financial and Neglect), and the laws surrounding them. It defines each in a straight forward manner to ensure the audience fully understands what constitutes abuse and the serious consequences of committing abuse. It also addresses other related types of abuse such as child abuse, elder abuse, human trafficking, female genital mutilation, and forced and fraudulent marriages.

## **Segment # 5 – Extreme Examples of Abuse (1:39)**

In the fifth segment the video gives an example of extreme abuse, honour killings. This is the killing of one family member by another family member usually because of disobedience in not obeying their wishes. This rare and extreme example of abuse is included to emphasize to all newcomers that no matter what the tradition, no cultural practice is above the law in Canada.





### **Segment # 6 – Assistance for Perpetrators of Abuse (2:45)**

The sixth segment speaks to the anxiety and frustration of moving to a new country and how that anxiety and frustration can sometimes lead to family conflict or abuse. It stresses how important it is to seek help to try and deal with that anxiety, pointing out the assistance available to those who may be prone to, or are, behaving abusively.

### **Segment # 7 – Assistance for Victims of Abuse (4:17)**

In the seventh segment the video speaks directly to those experiencing abuse and the programs and services available to them. It explains how important but difficult it is to take the step to stop the abuse and ask for help. It emphasizes that victims of abuse need to realize it is not their fault, they are not alone, and that there is a great deal of support available. It lists that support and how it is there for all women, men, children and the elderly... no matter what race, culture, religion or background.

### **Segment # 8 – Closing (2:00)**

#### **Interview Segments**

There are a number of well-respected people in positions of authority who are interviewed in the video - a judge, a policeman, family counsellors and leaders of immigrant serving organizations. Their comments are very important as they reinforce the narration. They make it clear that no matter what the circumstances abuse is never tolerated in Canada. They also stress the importance of seeking help for both those experiencing abuse and those behaving, or prone to behave, abusively.

#### **Interviews in Order of Appearance:**

1. MARIO CALLA – Executive Director, COSTI Immigrant Services
2. JUSTICE ROSELYN ZISMAN – Ontario Court of Justice
3. RICHARD ROLLINGS – RCMP Officer
4. MOHAMMED BAobaID – Executive Director, Muslim Resource Centre for Social Support and Integration
5. CARL NARAINE – Counsellor for Men (Social Worker)
6. VIRGINIA KOEHLER – Counsellor for Women (Social Worker)

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**NOTE**–The visual imagery of the video was designed to ensure there is no concentration on any one culture, race, ethnicity or country. As the video states... abuse occurs within all countries, races and religions. To that end the video was produced purposely to include the broadest representation of people from around the world. It is only by having representation from all peoples that this subject can be addressed in a non-threatening manner.

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# LESSON OUTLINE

## PREPARATION

- 1. Pre-Screen the Video** – View the video prior to your session by DVD or online at [www.familyabusedvd.ca](http://www.familyabusedvd.ca). Also, don't refer your clients directly to the website. Although the video is targeted to newcomers the overall website is an information and resource site for those providing direct or indirect services to newcomers.
- 2. Contact Your Local Family Counselling Agency/ies** – It's important to build a relationship with your local family counselling agency as they can offer information and provide materials for victims and perpetrators of abuse as well as for newcomer parents. Request that they view the video and ask for their possible attendance, even co-facilitation.
- 3. Setting** – Use a private room and put a do not disturb sign outside when beginning. Have water, glasses, pens, paper and tissues available. Create a family friendly environment (i.e. – family pictures, flowers, etc.). Arrange for childcare where required and interpreter services if needed.
- 4. Resources for Victims and Perpetrators of Abuse as well as for Newcomer Parents** – Have local resource/referral materials on display in the room, (multi-lingual if possible), and hand them out to participants at the conclusion of the session. (i.e. – counselling clinics, shelters, legal clinics, healthcare centres, etc.).

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## RECOMMENDATIONS

- 1) Laws in Canada** - Introduce the subject of family abuse under the topic of the "Laws in Canada" particularly those pertaining to the health and welfare of the family. Grouping the laws on family abuse with all other laws will help lessen resistance and anxiety by including them as part of the important information newcomers need to know.
- 2) The Session Theme** - A universal principle that all parents can relate to is... the innate desire to nurture and protect their family. Use this for the underlying theme and rationale of your session. It is a strong emotional foundation from which to speak to newcomers about abuse as many have come to Canada to ensure the safety and welfare of their families.
- 3) Describing Abuse** - Although abuse is referred to in many ways, (i.e. – Family Abuse, Domestic Violence, Intimate Partner Violence, etc.), use the term Family Abuse as it encompasses all types and ties in to the underlying theme of "nurturing and protecting the family".
- 4) Terminology** - During the presentation speak in the third person to avoid any perceived accusation inference. Use inclusive and non-direct language such as "we", "a person" or "someone". Make sure there is no indirect blame unintentionally aimed at your audience. Also, instead of concentrating on the negative aspects of abuse, at times focus on the positive and respectful attributes within the family such as "Healthy Relationships", or "Acceptable Behaviours", or "Positive Conduct", or "Responsible Interaction". Reversing the conversation from what is unhealthy and unacceptable to what is healthy and acceptable within the family will help create a more positive and affirming atmosphere for your audience to receive information on family abuse.

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## Points to Remember While Facilitating:

- Be Patient, Respectful, Empathetic, Sensitive, Trusting and Non-judgmental
- Maintain Open and Transparent Communication
- Ensure a Client-Centered and Trauma-Informed Approach

## INTRODUCTION (5 MINUTES)

Let your audience know the session on family abuse is being held to ensure they:

- Have all the essential information needed to help them in their settlement process.
- Know that although family abuse can be a sensitive topic, it is something important to discuss to ensure everyone understands their rights and responsibilities, the laws protecting people from abuse, and the consequences of committing it.
- Are aware that all people in Canada have the constitutional right to live in a safe and secure environment.
- Understand that in Canada it is against the law to abuse anyone, for any reason.
- Learn the types of abuse (physical, sexual, emotional, financial and neglect, as well as child abuse, elder abuse, human trafficking, female genital mutilation, and forced and fraudulent marriages).
- Are aware of the assistance available for those experiencing abuse and those acting abusively.
- Know this subject is presented to all newcomers.



## SCREENING (ENTIRE 24 MINUTES OR INDIVIDUAL SEGMENTS)

Once you have provided an introduction to the video you should:

- Tell your clients they will be seeing the entire 24 minute video, which is recommended, or a specific segment and the language version, then start the video. Play the video either from the website [www.familyabusedvd.ca](http://www.familyabusedvd.ca) or the DVD.

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**AUDIENCE REACTION** – Be mindful of your audience’s reaction while playing the video. If someone displays their obvious unease with the subject matter, (i.e. – becoming very emotional, leaving the room or refusing to participate), make a mental note, (do not take actual notes). This may provide you greater insight into your audience’s family dynamics and allow you to better assist them should this become necessary.

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## POST SCREENING (10 MINUTES)

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**NOTE** – IT’S RECOMMENDED NOT TO HAVE A QUESTION AND ANSWER PERIOD AFTER THE VIDEO. This could create anxiety for fear of being connected with abuse somehow. Let the audience internalize the video content while you provide a summary and if unsolicited questions are brought forward, answer them then.

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If the entire video was screened summarize the following information highlights.

1. It may not have been easy to view but it’s very important that all newcomers understand what constitutes abuse, the laws pertaining to it, and the possible consequences of acting abusively.
2. Canada’s constitution ensures all people have the right to live in a safe and secure environment.
3. All Canadians must abide by all laws particularly those surrounding abuse.
4. Abuse is not tolerated and Canada takes all abuse very seriously.
5. Describe the main types of abuse (physical, sexual, emotional, financial and neglect).
6. Describe other victim specific forms of abuse (i.e. – child abuse, elder abuse, human trafficking, female genital mutilation, and forced and fraudulent marriages).
7. Refer to the extreme examples of abuse, (i.e. – homicide), emphasizing that no matter what the tradition, no cultural practice supersedes the laws of Canada.
8. Ensure participants understand that any victim of abuse should know it is NOT their fault and they are NOT alone. There is much support available to help them take the steps to build a safer life.
9. Describe the assistance offered to those who have behaved, or are prone to behave, abusively. Explain that there are programs to help individuals learn non-abusive ways of resolving conflict.
10. Point out that the people interviewed are in well-respected social positions (judge, policeman, counsellors and leaders of immigrant serving organizations). They all made it very clear that abuse is not tolerated in Canada and there is help for both victims and perpetrators.
11. Emphasize that the laws pertaining to abuse are there to protect everyone - women, men, children the elderly - and it’s everyone’s responsibility to abide by those laws.
12. Refer to the materials you have available and hand them out to all participants. Position the materials as “expanding on the information heard in the video” so people won’t be apprehensive thinking they are specifically for them. Also let your audience know that if they wish to discuss the subject further they can come to you or any other counsellor.

## PARENTING IN CANADA (20 MINUTES)

For some newcomers, parenting practices in Canada can be quite different from their own which can lead to family conflict and abuse. Canada has strict child protection laws and it’s important that all newcomers understand them in order to prevent any conflict between their parenting practices and those laws. For this reason it is recommended that following the subject of family abuse, the related topic of Parenting in Canada is covered in orientation. (See page 8 for a link to a video on presenting the subject of Parenting in Canada.)

# TRAINING SESSION VIDEOS

Visit the website [www.familyabusedvd.ca](http://www.familyabusedvd.ca) and select the “Training Session” page for training videos on:

- 1) **Information on the Subject of Family Abuse** (Select Segments 3 and 4)
- 2) **Responding to Disclosures of Family Abuse** (Select Segment 5)
- 3) **Presenting the Subject of Family Abuse** (Select Segment 7)
- 4) **Presenting the Subject of Parenting in Canada** (Select Segment 8)

## 1) INFORMATION ON THE SUBJECT OF FAMILY ABUSE

- Definitions of What Constitutes a Family in Canada
- The Types of Family Abuse
- The Victim Specific Forms of Abuse
- Causes of Family Abuse
- Statistics and Prevalence of Family Abuse
- Tools in Understanding Family Abuse (Power Wheel and Cycle of Violence)

## 2) RESPONDING TO DISCLOSURES OF FAMILY ABUSE

- The “Do’s and Don’ts” in How to Respond to Disclosures (Victims and Perpetrators)
- Community Supports to Assist Victims and Perpetrators of Family Abuse

## 3) PRESENTING THE SUBJECT OF FAMILY ABUSE

- The Website [www.familyabusedvd.ca](http://www.familyabusedvd.ca)
- The Orientation Video on Family Abuse
- Preparation of the Session on Family Abuse
- Terminology Used in Discussing Family Abuse
- Introduction of Family Abuse and the Video
- Summary After Screening the Video on Family Abuse

## 4) PRESENTING THE SUBJECT OF PARENTING IN CANADA

- Rights and Responsibilities of Parents as per the Canadian Criminal Code
- Parenting and Discipline in Canada (Child Protection Laws)
- The Canadian Legal Definition of Physical Discipline
- Responding to Newcomer Parent’s Questions on Discipline
- Non-Physical Forms of Discipline Used in Canada and Around the World
- A Survey of Former Newcomers Explaining How They Made Parenting Adjustments

# RESPONDING TO DISCLOSURES (VICTIMS AND PERPETRATORS)

### DO’S

- Always interview in private.
- Acknowledge how difficult it is to tell someone.
- Believe the client.
- Assess for safety.
- Use gender neutral language.
- Offer support - Explore opportunities to reduce isolation.
- Ask permission to refer to another resource person.
- If giving information discuss where to keep it.
- Focus on behaviours, impact and not on labels.

### DON'TS

- Overwhelm with too much information.
- Make promises you can’t keep - I won’t tell anyone.
- Appear shocked.
- Take notes (may be subpoenaed).
- Confront the offender.
- Ask why.
- Ask leading questions.

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**NOTE**—Do not cross the line between facilitator and family counsellor for anyone coming forward and disclosing their situation. Refer them to a trained family counsellor in your community.

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# REFERRALS

## **NEWFOUNDLAND AND LABRADOR – Ministry of Health**

<http://www.health.gov.nl.ca/health/>

## **PRINCE EDWARD ISLAND – Community Services and Seniors Department**

<http://www.gov.pe.ca/sss/>

## **NOVA SCOTIA – Community Services -** <http://novascotia.ca/coms/>

## **NEW BRUNSWICK – Women’s Equality**

<http://www2.gnb.ca/content/gnb/en/departments/women.html>

## **QUEBEC –** <http://www.gouv.qc.ca/portail/quebec/pgs/commun/?lang=en>

[http://www.msss.gouv.qc.ca/en/sujets/prob\\_sociaux/domestic\\_violence.php](http://www.msss.gouv.qc.ca/en/sujets/prob_sociaux/domestic_violence.php)

## **ONTARIO –**

**Ontario Ministry of the Status of Women -** <http://www.women.gov.on.ca/owd/english/ending-violence/index.shtml>

**Ontario Ministry of the Attorney General -** <https://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.php>

**Ontario Network of Sexual Assault/Domestic Violence treatment Centres**

<http://sadvtreatmentcentres.ca/en/view.php?key=42&menu=37&lang=en>

## **MANITOBA – Family Services -** <http://www.gov.mb.ca/fs/fvpp/index.html>

## **SASKATCHEWAN – Justice Ministry**

<http://www.saskatchewan.ca/residents/justice-crime-and-the-law/victims-of-crime-and-abuse>

## **ALBERTA – Human Services**

<http://www.humanservices.alberta.ca/abuse-bullying/15666.html>

## **BRITISH COLUMBIA – Ministry of Children and Family Development -** <http://www2.gov.bc.ca/gov/content/safety/public-safety/domestic-violence/provincial-office-of-domestic-violence>

## **NORTHWEST TERRITORIES – Health and Social Services -** <http://www.hss.gov.nt.ca/>

## **NUNAVUT – Department of Justice**

<http://www.gov.nu.ca/family-services/programs-services/family-violence>

## **NATIONAL RESOURCES:**

**Kids Help Phone -** 1-800-668-6868 (toll-free 24/7) or visit [www.kidshelpphone.ca/en/](http://www.kidshelpphone.ca/en/)

**Public Health Agency of Canada -** [www.phac-aspc.gc.ca/sfv-avf/services-eng.php](http://www.phac-aspc.gc.ca/sfv-avf/services-eng.php)

**Federal Department of Justice -** [www.justice.gc.ca/eng/cj-jp/victims-victimes/vsd-rsv/agencies-agences.aspx](http://www.justice.gc.ca/eng/cj-jp/victims-victimes/vsd-rsv/agencies-agences.aspx)

**Government of Canada (Senior support and other helplines) -** [www.seniors.gc.ca/eng/pie/aaa/help.shtml](http://www.seniors.gc.ca/eng/pie/aaa/help.shtml)

**National Association of Adult Survivors of Child Abuse -** [www.nasca.org/Groups-Services/\\_Groups-Services.htm](http://www.nasca.org/Groups-Services/_Groups-Services.htm)

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**NOTE**–For a more comprehensive list of organizations that assist victims and perpetrators of abuse as well as those providing parenting support visit [www.familyabusedvd.ca](http://www.familyabusedvd.ca) and select “Links”.

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