**Women Against Violence Action Group Presents:**

**First Response Toolkit 2nd Edition for Frontline Staff Training**

**November 6th 2018 9:00 AM – 12:30 PM**

**North York Civic Centre~ 5100 Yonge St, North York, ON M2N 5V7**

**Case Scenario # 1**

**Facilitator:** Fouzia Rana - Access Alliance

A newcomer woman client whom you helped last year apply for child benefit for her two children (4 and 2 years-old), asks you to help her apply for subsidized housing. She shares that she wants to go to school to learn English but is unable because of her children. The oldest child is going to school JK, and you tell her that you can help her apply for child care subsidy for the youngest one. She says that her husband does not want her to go to school and does not want to give her money for the bus, so she is stuck at home. She also shares that her husband is working but his job is very hard and when he comes home he is very tired and yells at her, often getting angry over small things and throwing plates at her and her children. She says that she is scared but understands that he is working very hard and is very tired. She wants to learn English and go to work, but he is not allowing her. At this point she starts crying. She also shares that she does not have any relatives or friends because her husband does not want her to make friends.

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**Case Scenario # 2**

**Facilitator:** Lucrecia Lewis - Rexdale Womens’ Centre

Marlee is a 19-year-old Aboriginal woman. She works part-time to support herself and her 3-year-old child. She did not seek child support because she is afraid of the father. Her adoptive parents passed away this year and she has no other family. Marlee’s boyfriend moved in with her recently. He works full-time and sends all his earnings back home to support his extended family. Marlee is referred to you for housing support as her rent is in arrears and she expressed a need to relocate to a more affordable place. During the intake, you notice her dozing off several times. She shares with you that she can’t sleep at night, and that last night, her boyfriend threatened to call Children’s Aid and tell them what a “looser” of a mother she is if she refuses to give him money to go out with his friends. Marlee also shows you a YouTube video featuring the testimonial of a suicide attempt survivor, and tells you that she feels exactly like the woman in the video.

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**Case Scenario # 3**

**Facilitator:** Christabell Selvalingham (Rexdale Women’s Centre)

Lara is a 26-years-old woman from Trinidad. She has three children, all Canadian Citizens. The oldest child is 8-years-old and has a developmental disability that requires constant care and supervision. Her husband is Canadian Citizen and is unemployed. Lara came to Canada 6 years ago on a visitor’s visa, which her husband kept on renewing periodically. Her husband started the sponsorship process last year, but failed to submit the required supporting documentation on time. Lara doesn’t know the status of her application and is unable to access this information due to illiteracy. Her visitor’s visa expired last month. Lara and her family live in a subsidized housing complex. Last week, the housing authority notified the family that Lara needs to vacate the housing unit as she has no status in Canada. Lara comes to your office looking for employment. She shares that every time she mentions the sponsorship application to her husband, he gets angry and calls her “useless”. He tells her that his family has warned him that Lara is a “devil’s woman”, and that he has been thinking about taking their advice to go back home and get re-married. Lara wants to find work to be able to find a place to relocate to together with her children.

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**Case Scenario # 4**

**Facilitator:** Olga Bedrikova - Polycultural Immigrant & Community Services

Maria is a senior (64 years old), she has her permanent resident status and she is currently living with her daughter that she was sponsored by couple of years ago. Maria sold her property back home and gave all the money to her daughter right after her arrival. Her daughter told her that she cannot support Maria financially, and found her a job at the factory. Maria was not allowed to use the fridge and cook in the kitchen, she was not allowed to leave her room (not even to go to bathroom) when her daughter’s family was in the house. When Maria wanted to talk to her granddaughter, the daughter would scream at her and push her back to her room. Maria had a bank account but the card was with the daughter.

The daughter and her family left for a two week vacation in November leaving Maria behind. Maria came home from work and found out that the electricity was disconnected from the house, she could not use the phone, and the heating was not working.

Maria was in shock and left the house, she sat at the bus stop for few hours. When the bus driver noticed that she had been sitting at the bus stop every time he was returning to the same stop, he called his supervisor. Maria had no English skills and could not talk to the supervisor. She was referred by Victim Services to a local community organization.