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Signed: Shannon L. Seefeldt

Date: June 15 1987

A SHELTER FOR BATTERED WOMEN

CALGARY, ALBERTA.

A thesis submitted in partial fulfillment of

the requirements for the degree

of

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To my Mom and Dad,
for all their support and
encouragement...

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INTRODUCTION

PURPOSE

The issue of woman abuse has become a much talked about subject in recent years with the new wide spread awareness of the current problem. Public education on the subject has made people open their eyes and see what is, and has been happening throughout history. Battering of women is no longer accepted in this society, and the victims are no longer willing to tolerate it. The large number of calls reaching women's crisis centers suggest that there is an urgent need for crisis intervention services for the battered woman. In the past, victims were reluctant to seek help because there were not places to go that would protect them from further abuse. With the women's shelter movement, there are now such places for women to seek help. These places not only provide security, but also provide many other services that aid a woman in proceeding with her life.

BACKGROUND

Abuse of women and children by their mate is not a new phenomenon. Seen in historical context, it becomes evident that woman battering has always been an epidemic and is not the symptom of a modern breakdown in a formerly non-violent family structure. Throughout most of recorded history, woman abuse in one form or another, has been common or accepted practice in some of the most advanced societies.[1]

History of women abuse begins with the laws of chastisement under the reign of Romolus in Rome.[2] Tradition dates back to 753 B.C. and continues in custom to the present time. Under the law of chastisement, a husband had the right to discipline his wife physically for different offences. The husband was sole head of each household and a woman did not exist as a legal individual in her own right.[3]

Violence against women by their mate was permitted and often encouraged through the middle ages and thereafter. Through the seventeenth, eighteenth, and nineteenth centuries, men could continue to beat their wives with the approval and tolerance of the community.[4]

The latter part of the nineteenth century saw the beginning of reforms in the treatment of women and wives in England and America. Books by John Stuart Mill entitled "The Subjection of Women" (1861), and Francis Cobbe entitled "Wife Torture in England" (1878) inspired English lawmakers to enact various reforms in laws regarding women in the 1880's. This decade saw a return to recognizing life-threatening beatings as suitable

grounds for divorce.[5] Men could no longer lock up their wives and sell daughters into prostitution.

Wife beating at this time was an issue of vital interest to the women's sufferage movement but apparently diminished as a priority once women were accorded the vote. The plight of battered women seemed to have faded from attention in America for fifty years after the inception of women's suffering in 1920.[6] During this time, the customs of the double standard and chastisement continued to hold sway in the courts, police beat, and in the home. Conjugal assault remained legal in some states through the early 1970's.[7]

Many social changes of the 1960's and 1970's brought a shift in the central issue of the women's movement. Only in the 1970's were battered women rediscovered. Three important factors seemed to move battered women back into public attention.[8] Firstly, the work of Kempe and Helfer on the battered child syndrome done in 1963. Secondly, the nation as a whole became more sensitive to the issues of violence as a result of the civil strife of the latter 1960's and early 1970's, and perhaps also as a result of the war in Vietnam. Thirdly, and most importantly, the emergence of the women's liberation move made the public aware of the injusticies women faced in the home and workplace. Many women battered by their mates had yet to admit that the battering was a reality, and were far from realization that their best hope for survival was to leave the violent men. The problem of

women abuse surfaced through the sharing of experiences by women in consciousness - raising groups led by the women's movement.[9]

The first battered women's shelter was inspired by Erin Pizzey in 1971.[10] It was called the Chiswick Womans Aid in London England, and started out as a meeting place for the function of the women's movement. It took three to four years for the movement to cross the Atlantic, but by the mid 1970's, shelters and safe homes for abused women were springing up throughout the United States and Canada. Currently there are over 600 shelters in the United States and an additional 200 in Canada. The world finally realized that between one third and one half of women at some time in their life would be subject to violence by their intimate partners. Still, twenty five percent of men and women accepted some degree of violence between spouses as necessary, good, or normal.[11]

The mushrooming growth of the battered women's movement by no means signifies the end of the traditional acceptance of woman abuse. At best it marks the beginning of the end of values tolerating woman abuse.

GOALS

Programs for battered women are grass roots organizations which typically maintain a twenty four hour telephone crisis line, operate a shelter or some sort of a safe house network, provide support groups, and offer advocacy services for their clients. These programs work closely with legal and welfare agencies to provide the battered women with a full range of services she may need to maintain herself and her children in a safe environment.[12]

As cited in the philosophy of the Calgary Women's Emergency Shelter (C.W.E.S.), "We believe in a non violent society in which women are free to realize their full potential. We believe that meaningful action towards a non-violent society necessitates changing community awareness of, and challenging the social acceptability of the victimization of women and children."[13] A primary goal of the battered women programs is to nurture the victims self esteem and sense of control over her life while at the same time encouraging her to take responsibility for her life. This may be achieved by providing an opportunity to re-evaluate the values, attitudes and fears of women in an environment which values them and respects their decisions.[14]

Some basic objectives essential for the success of battered women's organizations are:

* to provide a safe environment, temporary shelter, and food to women and children in crisis.
* to offer emotional support, professional counselling, and

child care to women and children

* to make appropriate referrals to other agencies which can offer psychological, financial, legal, and/or other necessary aid, support,and information to women and children
* to act as advocates on behalf of such women and children
* to educate women, professionals, and the general public about the social causes of the abuse of women and children, the resources available to victims of such abuse, and alternatives for dealing with interpersonal conflict.
* to offer support to other agencies dealing with the same objectives.

CLIENT PROFILE

women

A battered woman is defined as "any woman who identifies herself as having been physically or psychologically abused." She can be of any age, race, religion, or social background. The woman is going through a very emotional period in her life. She is totally lacking in self confidence, convinced she has been a failure as a mate, and perhaps an incompetent mother as well.[15] Low self esteem, related feelings of worthlessness, humiliation, powerlessness, helplessness, self blame, and shame are all common feelings that these women experience. The greatest fear is that of retribution from the batterer for seeking help: Revealing the abusive situation is another major force obstructing the woman from seeking outside intervention.[16] In this sense, the woman may come to believe that leaving her mate is impossible or futile because he can track her down wherever she goes and make her life even more miserable.

Battered women tend to take the responsibility for the batterer's violence,especially early in their relationship. The women even feel guilty about being beaten.[17] There is great consensus in the women abuse literature that conjugal violence tends to increase in both its' severity and frequency as the battering continues over time.[18] If the woman is going to change her life and get away from such abuse, she has to develop a renewed confidence in herself and find a strength from within that she never knew existed. She needs practical information about such matters as housing, finance, work, and

legal actions that are available to her. Membership in a group can be a tremendously important factor in her ultimate success. This is where the emergency shelter plays its role in helping these women begin to start a new life.[19]

children

When a woman comes to a shelter, she is very often accompanied by one or more children. The families come from homes in which violence and emotional abuse have been frequent and persistant over several years. In a study by psychologist J.L. Layzer, it was found that close to half of the women coming to the shelters had been battered for more than five years.[20] Because of living in such an environment, children are also subject to abuse. Nearly seventy percent of the children in this study were victims of abuse or neglect. Another fifty percent were physically or sexually abused.[21] Usually the batterer of the children is the same as that of the mother. However, in twenty five percent of the cases, the mother joined in with the father. In a few instances, only the mother was the batterer.[22]

Most all mothers brought in a pre-school age child. About half brought in infants and school age children. The children are usually the natural children of the mother and for the most part, of the father also. Many of the children exhibit health and behavior problems, likely related to their violent background.[23]

In most cases, after leaving the shelter, women and children who went back to their batterer continued to be battered. The children that did not return to their batterer were no longer abused. However, the children that had been beaten by their mothers continued to be abused.[24]

priority

Because of the great demand for accommodation, women must be admitted to the shelter according to a priority system. Battered women, being first priority, are women who are in a crisis situation where there is no alternative. Women in crisis are women who are in need of shelter, but have other sources. These sources may be the homes of family, friends, or relatives in which they could seek help. This program outlines the facilities required to meet the emergency needs of the battered woman.

* First: Battered women and their children
* Second: Battered women without children
* Third: Women in crisis with children
* Fourth: Women in crisis without children

This priority system was developed by the Alberta Provincial Government in 1981. The facility is generally full, responding only to the first and second categories of women, because of the greater demand for shelter than can currently be accommodated.

The study of women abuse always brings up many questions as to who these women are, and why they continue to stay with their battering partners. There are no definite answers to these questions, but some generalizations have been made in various surveys and studies of battered women. These studies include such variables as age, marital status, race, religion, social class, and education.

age

In looking at the average age of the battered woman, a collection of studies showed a range of ages from 17 to 69. The extreme ends of the spectrum, however, were not as common. In one particular study of 539 battered women, average ages ranged from 26.8 to 37 years, giving a mean age of 30 years.[25] There was less violence in relationships where the woman was older, and husbands and wives of equal age showed the least amount of violence.[26]

marital status

According to the National Crime Survey, twenty six percent of the perpetrators of spouse assault "had no right to be in the victim's home at the time."- i.e. were either legally sepatated spouses or divorced ex-spouses.[27] Surprisingly, it was found that unmarried couples tend to be more violent than legally married couples. This fact may attribute to the need for a 'quick escape'.[28]

race

The statistics on race have been reported, but without

any context for its significance as a finding. The findings could result from more candid responses by minorities than by whites. One must be careful in the study of race in relation to abuse due to the possibility of racist misinterpretations.

religion

Studies find mild tendancies for violence to occur more in couples where the members are of different beliefs than in couples with the same beliefs. Studies also find conjugal assault most common among couples where at least one member professes no religios affiliation.[29] In the type of religions involved, Jews were found to have the lowest evidence of woman abuse.[30] However, as ethnic discrimination is not that common or intense in Canada, the issue of race and religion is not that pertinent in design criteria for this facility.

social

It is certain that conjugal violence occurs at all levels of social, occupational, income, and employment levels.[31] There is more evidence, however, proving that spouse abuse is more common in the lower and working class status. There is a lower incidence of conjugal violence associated with the higher income, yet it still exists.[32]

There is a definite trend for violent husbands, relative to non-violent ones, to be more dissatisfied with their jobs and more often of lower occupational status than their father's in law.[33] It is also apparent that the greatest rates of non-violence were among couples when the mans job

was more prestegious than the womans.[34] There was reported violence two to three times higher where the male was unemployed or working part-time. The lowest incidence of violence occurred in households where the male partner was retired.[35]

education

Violent men come from all educational levels. The larger sample, however, came from men with only a highschool education or those who dropped out during highschool or earlier.[36]

The women are usually of a low educational level as well. They find themselves trapped in the abusive situation with no viable way out as they are entirely dependant on the support of the man.[37] With very little education or training in the working world, they find it difficult to imagine themselves capeable of making a living on their own and providing the propper support for their children. This is a major factor contributing to the reasons why women continue living in an abusive relationship.[38]

All of the studies show this tendency for severe violence against women to be more prevalent in lower social class families. Most people think that battering occurs in families that are poor, uneducated, or whose male head drinks excessively. A major fault of these surveys is the tendency of the battered women of the upper class not to report battering incidences. These women are more prone to silence because they do not

want to cause a scandal or embarrass their children.[39] From this data collected, an accurate assumption can be made that the problem of woman abuse is not limited to any one social or ethnic group, but is found in all communities.

Many of the victims of women abuse leave their mates only to return home a short while later. In these cases, the women usually flee to a relative or a friend. Seeking a shelter is a major step for a woman to take, and often as a last resort when she is determined to terminate the abusive relationship. In five studies, sixty seven to eighty eight percent of battered women left their mates for a day's time or more on at least one occasion.[40] In a study done by John Gayford, he lists the reasons for a womans return home.[41]

1. the husband promises to reform (27 percent)
2. the husband threatens and/or continues violence (17 percent)
3. the victim has nowhere else to go (14 percent)
4. the victim's concern for children still at home (13 percent)
5. the victim feels love or sorrow for mate (8 percent)

For many victims, attempting to leave is in the short run the most dangerous thing a battered woman can do.[42] Women rarely quit a relationship after one separation. It usually takes several beatings and repeated broken promises, before the victim decides to end a relationship. A woman commonly flees three to five times before finally putting an end to the abusive relationship.[43]

FUNCTIONAL ELEMENTS

women

As battered women began to see the need to leave their abusive partners, it became clear to feminists, professional therapists, and social service administrators that the women needed a place to go. Safe houses were often the first step. They were usually private residences in which women could stay for a few days among people, usually a family, who would understand and sympathize with their situation. As the organization became more widely known, however, the need for sheltering became much greater. Safe houses, therefore, were no longer sufficient for the increasing number of women in need of help. The shelter movement thus started.[44]

A shelter was frequently a run-down rental apartment, housing two or three mothers and their children. The shelter expanded with the need as more and more women came to them in search of a safe place to stay. There is a rough road ahead for the abused woman who decides to leave the assaultive male and seek the services of an emergency shelter. The shelter is to provide a sense of community and a support system. As soon as a battered woman walks through the door, she is no longer a helpless victim.

When a woman decides to leave home and go to an emergency shelter, it is best if no one knows where she has gone. All previos activities and associations must be temporarily halted in the woman's valiant effort to come to grips with her future. In addition to a safe place to stay, shelters offer time to think and time away from confusing demands

and emotional turmoil. Information about practical help is available from both public and private agencies. The staff and other residents also provide support. The best place for women to look for emotional support and practical help is from other women.[45]

While the emergency shelter provides a 'safe' existance, it is far from a comfortable one. Many of the shelters are filled to capacity, and for some women the strange surroundings, mix of ethnicity and lifestyles, and other women's children, pose greater difficulties in coping than does the familiar threat of violence.[46] They soon leave. Others, however, find something special happening and they give understanding of their common circumstances. Living in a shelter causes some women to re-evaluate their status as women. This sudden change of lifestyle is confusing for children as well. They continually ask when they can go 'home'.

Many changes will take place and decisions have to be made. The woman must come to grips with the realities of her situation through individual and group counselling. She should learn her legal rights and options, and determine what the future course of action will be. Some form of educational resource center should be provided by the shelter to increase public knowledge and awareness on the issue of battering. The more aware the public becomes of the problem of woman abuse, the stronger and better the shelter movement will become.[47]

These programs, and more, are an essential part in operating a successful shelter.

Most women who turn to a battered women's program for assistance make their first contact through a crisis telephone line.[48] Generally, hotlines are operational on a twenty four hour, seven days a week system. During initial contact it is the hotline worker's responsibility to encourage the caller to calm down, determine whether the woman is in any immediate danger, and make the arrangements for shelter or other emergency services if needed. When non-emergency callers call and there seems to be no immediate danger and shelter is not necessary, arrangements are made for the woman to go to the office for an intake interview and counselling. Transportation to the shelter can be arranged either by police escort, or a volunteer will meet the woman at an arranged location, usually the police station or hospital. Shelter staff will not go directly to the home in case of getting involved in a family dispute. Victims are not usually told the location of the shelter over the phone in case the violent partner is listening.

The length of stay for a woman varies with different shelters, however, between three and six weeks is optimum.[49] Some exceptions are granted for longer stays if the situation warrants it. It does take three or four weeks for a woman to adjust to the fact that she is not going home.[50] As an

average, about fifty percent of the women who stay longer than one week will not return to live with their batterer.[51] Some shelters charge a nominal fee for room and board, others do not. It is, however, inferred that no woman be turned away because of inability to pay.

What a woman takes with her when she and her children leave home for a temporary shelter depends on how much time she has between making the decision to leave, and the departure. In some cases she may leave with just the clothes she and her children have on their backs. In other cases, a lot of thought is given before leaving and she may have more. Some suggestions are marriage certificates, children's birth certificates, school records, medical and insurance cards, and other legal papers. Whatever cash is there would be advisable as well as credit cards and bank books. She should bring clothing for herself and children, and some of her child's favorite toys. All shelters are able to provide emergency items, and they usually receive some clothing donations and temporary help from food banks.

To be eligable for services the woman must:

1. be a victim of a violent crime
2. be a recipient of life threats
3. have a spouse who is abusive to the children
4. have been forced to leave home due to a family disturbance
5. have no friends or relatives who can help
6. be willing to take part in a shelter program

Women are excluded from the program if they:

1. have a drug or alcohol abuse problem
2. are coming directly out of prison
3. are minors unaccompanied by a female parent or guardian (unless the minor is the battered woman)
4. have a family member with an active communicable disease
5. have a child who is severely emotionally or physically handicapped
6. are unwilling to co-operate with the shelter movement

These rules and regulations are typical of all shelter projects and must be followed in order to maintain and operate a sense of order.[52]

children

The children in the shelters are themselves in crisis as a result of being abused or witnessing violence in the home.[53] The child care program provides needed time for them, for cnference with counsellors, discussions with mothers, and appropriate referrals for when the child leaves. There should be a structired daily activity program for resident children with some variation in hours per day and days per week. Group counselling is offered for school age children, and programs vary for preschoolers with format and focus. Parent education, or education in family life skills is suggested. Because of the short stay in the shelters, advocacy programs should be offered to the children for continued learning in family life. Relationships often develop to community mental health agencies, recreation groups, out-patient clinics, and various family counselling services.

All children in shelters should have access to medical screening and treatment. The shelter staff needs training in the identification and treatment of sexual abuse. Women who leave shelters with their children need ongoing support to help them maintain a non-violent environment for their children. Such programs might be parent aid programs, offered within the community, or ex-resident programs.

It is important that the child care program provides children with positive role models and experiences that build self-esteem and develop healthy alternatives to dealing with

frustrations and anger. If the shelter environment is to be positive for a child, immediate activities must be engaged to make the child as welcome and comfortable as possible upon entering the environment.[54] The mothers are also interviewed by a children's staff member to provide her with emotional support.

Children's programs must include a structured, consistant, predictable daily schedule of activities and therapy/counselling activities in which each child or group of children can disclose feelings and act out needs. Pre-school and school age children participate in activities planned and implimented to enhance self esteem, stimulate problem solving and creative play, improve socialization skills, increase coping mechanism skills to better handle frustration and anger, and teach more appropriate ways to gratify needs. Children of school age are enrolled in local schools within two to three days after entering the shelter. This is considered a necessary adjustment time.[55] In daily programs for pre-schoolers, counselors plan arts and crafts, music, games, and other activities designed to enhance self concept and facilitate predictability and consistancy with the child's daily routine. The individual and group therapy establishes a child's trusting relationship with a particular adult, which many children have never experienced. Group therapy, usually for children nine years and older, explores such issues as trust, fear,

anger, needs attainment and friendships/relationships. Parent and child interactions, both formal and informal interventions, take place between the staff and the mothers.

The gaols of the child care program are to decrease stress and destructive patterns of interaction and communication between mother and child.[56] Direct participation sessions provide parents an opportunity to learn and practice new and positive interaction styles with their children, while staff members model appropriate discipline techniques to reinforce the parents' positive behavior. For those women and children needing additional counselling, individual meetings or family sessions are set up with staff members and/or volunteers. This helps understand and restructure ineffective patterns.

Although families live in shelters temporarily, these programs serve children at a very impressionable age.[57] Theraputic programs for children entering a shelter at this time have a unique opportunity to intervene in the child's world and provide support and understanding regarding changes in family life.[58]

CLIENT ACTIVITIES

The clients participate daily in any activities which will help them in nurturing their self-esteem, encourage them to take responsibility for their own lives, and assist them in breaking the cycle of intrafamilial violence. The women are encouraged to interact with everyone in the shelter, to participate in the day-to-day activities in the house, and to take responsibility for their children. Counselling sessions are usually held daily on a one to one basis and clients are encouraged to call upon staff for help at any time of the day or night.[59] Clients should also attend group sessions, such as parenting groups, and previous clients can also attend weekly support groups. Women are encouraged to participate in the running of the house and are assigned housekeeping duties to help with the general cleaning chores.[60] They are usually responsible for preparing breakfast for themselves and their children, and for assisting in the kitchen on an assigned task basis to clean up after meals, help with washing up, and to prepare the evening meal for the house and all meals on the weekend.[61] The mothers are responsible for their children's behavior, and she has the authority to discipline her children as needed.[62] Activities outside the shelter may include contacting varios help agencies, legal aid, job hunting, looking for housing, and so on.[63] Quiet time for reflection and privacy within the house is encouraged within the first

few days of her arrival, as this is when a woman is trying to get her life in order and make some essential decisions about her future.[64] Free time may be spent talking with other clients, watching television, reading, and so on. Visitors to the shelter by friends or family are carefully screened by staff and are then carried out under discreet supervision. Male visitors are discouraged, and the abusers are not allowed.[65]

In able to keep a sense of order within the shelter, some rules have to be set. The following rules are most commonly set forth in all shelters.[66]

* no alcoholic beverages or non-prescriptive drugs are allowed
* women are asked to provide clothing and personal items for themselves and for their children
* smoking is prohibited in sleeping areas and allowed only in designated areas
* violence towards others is not tollerated - no lethal weapons are allowed
* residents are expected to maintain their own and their children's sleeping quarters
* residents are expected to share in household activities such as cleaning, cooking, washing, and babysitting children not in school
* residents revealing the address of the shelter are asked to leave

* women with children are responsible for their youngsters, and women with children of school age are expected to see that their children are up and ready for school on time
* house meetings and group sessions must be attended
* a locked area is available for all valuables
* everyone is to be in by 11:00 P.M. - after that the doors are bolted for security
* on a residents last day, her room must be thouroughly cleaned for the next person

The centers reserve the right to ask a resident to leave the house if the rules are not respected.[67]

STAFF ACTIVITIES

The support provided to the clients, both women and children, is inherent in the activities which the staff undertake to provide service. Although these activities are separately described below, an emphasis of the shelter movement is the ongoing involvement of all staff members with all clients[68] All staff members are exposed to a great deal of emotional stress, and therefore need to rely on each other for support and knowledge of particular clients. Thus, staff see themselves as a team all working towards a common goal.[69]

director

The Executive Director is directly responsible to the women's shelter for all operations of the shelter. This includes the development of policies, procedures, and programs in accordance with the goals of the association; the implementation of such programs as are approved; and daily operation. The director is responsible also for the recruitment, training, supervision, and dismissal of staff; and acts as a liaison with the related service agencies, organizations, government bodies, and the communications media. Public education is an important part of the director's job, to increase public knowledge and awareness of the issue of battering.

The Executive Director serves, in co-operation with selected board members, as a primary spokesperson for the

shelter; assists in the organization and conduct of board orientation sessions; and participates in various committees of the association. Periodic evaluation of staff and advice is given to the board. In addition, the director is involved in fiscal management through the control of operating and capital funds, and the preparation of budjets.[70]

finance

The financial co-ordinator works closely with the executive director and is responsible for overseeing the day-to-day financial management of the shelters. The duties involved in this position include payroll, all banking, general ledger entries, preparation of budjet information, monitoring of petty cash fund, keeping all financial records up to date, and assisting the executive director with her responsibilities.[71]

program

The program co-ordinator reports directly to the executive director. The program co-ordinator's duties include the development, co-ordination, and evaluation of all programs operated inside the shelter. This person is responsible for supervising the staff at the shelter and for adequately staffing the programs within the guidelines of an approved budjet. This person assumes the executive director's responsibilities during the absense

of the latter, and acts as a liaison with related service agencies, organizations, and government bodies. The program co-ordinator also participates in the outside educational activities.[72]

volunteer

The volunteer co-ordinator reports directly to the executive director, and her duties include the recruitment of volunteers to work effectively at the shelter, and the organization of all training sessions for new volunteers. She conducts regular volunteer meetings and training sessions, periodic evaluation sessions, takes part in outside education activities, and acts as a liaison with related service agencies, organizations, and government bodies.[73]

front line

Front line workers are key to providing services for women and children in crisis. They report directly to the program co-ordinator and their primary duty is to ensure that the physical needs of food, clothing, and safety are provided for the women and children in crisis, twenty four hours per day, seven days per week. Because of their positions, front line workers are the staff members most familiar with the individual needs and concerns of the clients. They are the first contact a woman has when she comes to the shelter, and as such must respond to requests for admission and attend to the women's immediate needs.

As policy, front line workers do not suggest to the women what they should do next with their lives. The women are neither encouraged nor discouraged from making a decision, and workers endorse the right for the women to determine their own destinies. The front line workers must ensure at all times that the occupants of the house are safe by monitoring the entrance to the shelter, dealing with unwanted visitors, screening telephone calls, doing regular house checks, and by making contact with police if safety is threatened. Front line workers are also responsible for the administration and control of medication, and arranging for any necessary medical treatment for a client. Front line workers are a key in the nurturing of a client's self-esteem and providing the client with whatever help is needed in the transfer from the shelter back to the community which includes the provision of information, referrals to other agencies, advocacy, and so on.[74]

child care

The position of child care workers is key to the link between mothers and children at the shelter. The emotional and physical needs of the children are addressed, and the child care workers are responsible for the welfare and safety of the children during on-site and off-site activities. Programs, activities, and outings are provided to meet the individual safety, emotional, and educational needs of the

children. They must be familiar with any special needs of each child such as abduction concerns, allergies, alternate care provided outside of the shelter, and so on. They must make sure that mothers are aware of house rules regarding supervision of their children both inside and outside of the play areas. The child care workers also respond to mother's needs with respect to parenting skills, and provide information about parent support groups. Child care workers work with volunteers who come in to help with day care programs.[75]

housekeeper

The responsibilities of the housekeeper are primarily directed towards ensuring that the shelter is kept in a clean and orderly state as required to maintain the shelter's licence as a residence for women and children.

These responsibilities include the general cleaning of the shelter, general maintainance of the grounds, minor household repairs, and sorting and storing of goods. The housekeeper is responsible for ordering of food, household, and druggist supplies, as well as for making service and repair calls. The housekeeper organizes contingency plans for menu and food preparation in the absense of the cook, and maintains an updated inventory of household supplies. The housekeeper also informs the front line workers of any perceived physical or emotional problems of the client.[76]

It should be noted that cleanliness is extremely important in a building such as this where the turnover of clients is high and the numbers of people living under stress reduces resistance to sickness and disease.[77]

cook

The cook is in a position of emphasis in the shelter where the kitchen/dining room is the hub of the house and the center of many activities. The cook is primarily in control of all food that is prepared in the shelter and is assisted by the clients who are assigned cooking chores. The cook prepares all meals and snacks on weekdays except for breakfast which is usually cooked by the clients. The cook provides menus for the weekend meals and ensures that all necessary supplies are on hand, co-ordinating the ordering of household supplies with the housekeeper. The cook must also be responsive to the client's needs and inform the front line workers of any perceived emotional or physical problems.[78]

volunteers

Volunteers make a significant contribution to the day-to-day operation of the shelter. After taking part in a comprehensive training program, the volunteers are asked to make a commitment of up to six hours per week, daytime and evening, for one year wherever possible. The activities in which the volunteers are involved include working with

the front line workers, assisting the child care workers in implementing the children's programs, and in special projects such as housekeeping, cooking, repairs, haircutting, teaching, crafts, organization of educational programs, etc., and reception duties such as answering the telephone, typing, and so on. Follow-up support to women who have left the shelter is also provided by volunteers, who serve as a liaison between the women and the shelter.[79]

PROPOSAL

I am proposing the design of a new shelter facility for the city of Calgary which would house an additional thirty women and children. The need for sheltering battered women is a constant concern. The shelter that currently exists in the northeast quadrant of Calgary turns away as many women as they take in because of space availability. There is obviously a greater demand for shelter than can currently be accommodated, and the need for an additional facility is valid. For the proposed shelter, I have adopted the size of the existing shelter, as a maximum capacity of thirty residents has been found to be most effective in running a successful facility. It is of upmost importance for the battered women to receive as much personal attention as possible, and expanding the shelter to a greater number of clients becomes impersonal, and therefore would defeat the purpose of the shelter movement.

EXAMPLE OF OCCUPANCY

The following data is extracted from the fact sheet of the Calgary Women's Shelter.

client

Client occupancy is identified firstly as women with children, and secondly as single women. A maximum capacity of thirty can be accommodated.

Figures provided in the past years showed that the number of people served at the Shelter in 1982 was a total of 1,467 women and children. This figure compared with 1,120 in 1983. In order to arrive at a workable mix of single women and women with children to be accommodated at any one time, the statistics of 1982 were used as being representitive of a typical year.

January 01, 1982 - December 31, 1982

Month	Women	Children	Families
January	69	56	31
February	78	55	36
March	71	55	35
April	90	72	46
May	76	56	34
June	73	42	30
July	81	90	45
August	67	68	34
September	38	50	26
October	48	43	26
November	48	52	31
December	46	43	23
	785	682	397

Of the 785 women served, 388 had no children.

Of the 397 families served, the proportion of women to children was as follows:

Number of women with no children	388(49.4%)
Number of women with one child	202(25.7%)
Number of women with two children	130(16.6%)
Number of women with three children	45(5.7%)
Number of women with four children	16(2.0%)
Number of women with five or more children	4(0.5%)

It is clear from these figures that the emphasis of accommodation needs to be on single women and women with up to two children, with flexibility to be able to accommodate larger families when necessary.

It should be noted that there was no breakdown available of children under the age of two, a factor which will be taken into consideration under the definition of detailed space requirements. Of the thirty women and children to be accommodated at the Shelter at any one time, the following breakdown was used in this program:

Single Women	8
Families	8

This total has been tested and proved to be workable against the figures of occupancy provided on a nightly basis for a typical month.

The percentage of occupancy indicated above would therefore be accommodated as follows:

		Totals
Number of women with no children	8	8
Number of women with one child	4	8
Number of women with two children	3	9
Number of women with three children		
Number of women with four children	1	5
Total to be accommodated		30

These figures are obviously extremely variable. The requirement is to arrive at the greatest point of flexibility within the limit of thirty women and children to be accommodated.

staff A summary of the staffing required to meet the needs of thirty women and children is as follows:

	Full-time	Part-time	Notes
Executive Director	1		
Financial Co-ordinator	1		
Program Co-ordinator	1		
Volunteer Co-ordinator	1		
Front Line Workers	5	4	2 per shift
Child Care Workers	2		
Housekeeper	1		
Cook		1	
Volunteers		40-80	Extremely variable
Total	14	5	Plus volunteers

GENERAL FACILITY REQUIREMENTS

OVERALL DESIGN CRITERIA

image

The image of the shelter is an important factor in the ultimate success of the facility. The words 'welcome', 'safety', 'refuge', and 'support' acknowledge the purpose of the building and should be reflected in its design. The shelter should posess a homelike image to make the clients feel at ease upon arrival. Emphasis should be placed on the warmth and free entrance to a homelike environment, and on the implied safety and security within the boundaries of the shelter.

The building itself should be designed to blend into its street scape and fit harmoniously into the neighborhood. The building should be in context with its surroundings, and not be identifiable as a women's shelter by any implications or signage posted outside the home.

The interior, alike, should posess this homelike quality, making the women feel as comfortable as possible under the circumstances. This quality can be achieved through the use of appropriate finishes throughout the facility. Furniture should be comfortable and plentiful, and colors should be soft and warm. These kind of colors tend to create a peaceful atmosphere, and are most inducive in creating a comfortable feeling. Bright exciting colors are not recommended, with possible exception to the children's areas, but here still the atmosphere should be warm and cheerful. Institutional greens and blues should be avoided as the shelter in no

way resemble an institution of any kind.[80]

scale

The scale of the building should reflect a 'house' to fit in contextually with its surroundings. Circulation space should be kept to a minimum and long corridors should be avoided. The emphasis should be on closeness and easy orientation to the various areas of the house.[81]

levels

The number of levels recommended for the shelter is two plus a basement due to security reasons. Ease of access to all floors is a consideration for housekeeping, carrying of supplies, and for staff and clients to maintain ongoing and close contact with each other. One level only is not recommended as the building would be too spread out to maintain ongoing contact required between clients and staff, and security would be a major concern.[83]

acoustics

The space data sheet identifies spaces which are high noise generators. Careful attention should be paid to designing the shelter so that quiet and noisy areas are not in conflict with each other. For instance, the children's playroom should not conflict with the quiet living room. An additional consideration is the need for acoustical privacy in some rooms where confidential conversation should not be overheard.[84]

security

The actual location of the shelter is divulged only to those who absolutely need to be involved, because security is of upmost importance.[85] This policy is strictly for the safety and protection of battered women so that the victim is not accessible to an enraged husband or boyfriend. In some instances, an oath must be taken by the clients to swear secrecy. [86] Publicity about services will always give a telephone number, but never the shelter address. Typically, shelters have no signs or other identifying information posted outside the residence to distinguish it from the other houses or buildings in the area. [87]

It would be impossible in the design of this buiding to pay too much attention to security, as security is the prime concern of the shelter movement. Some typical guiding principles are set as follows: [88]

* exits from the building should be kept to a minimum, while meeting the requirements of Fire Regulations. All exits should incorporate a double door opening device for control
* windows should be sealed at all levels. Bullet proof glass is recommended in all windows. Glazed areas, while being designed to provide light and a pleasant environment, should not be excessive. Many women who come to a shelter do not want to be seen from outside as they want their whereabouts to be kept secret. Large areas of glass may reveal their identity to a passerby, while also making

them feel exposed

* the building should be a minimum of two stories so that visual access from the street is avoided
* balconies should be avoided due to unnecessary visibility
* outside lighting should be incorporated around the face of the building to provide glare in the face of a potential intruder at night time
* fenced areas should be planned without dark corners
* planting/landscape should respect the need for security of the outside areas and should also avoid dark corners and accessibility to the building. Any areas in which children are likely to play should not be planted with any toxic flowers, shrubs, etc.
* fences should be eight feet high without any openings to see through or footholds of any kind. None of the fenced areas should have gates, necessitating entrance into them only through the building
* roof lines should be carefully designed in order to prevent a person from gaining access to the roof

A shelter is a refuge for women that may be terrified of the possible consequences if the abusive partner is able to get in contact with them. Phone calls are monitored by the staff and women can refuse to take the call. The woman must feel totally secure and at ease with the surroundings before she can take that step to get on with her life.

location

The shelter would be best located in a residential area with close proximity to services provided by the city. Most of the women coming to the shelter do not have their own transportation. Walking distance to a local shopping center would be desirable, as well as close access to public transportation.

Further, the location should be such that it is easily accessible to the clients. The site should be close to the downtown area, yet not in the midst of it. The shelter should be in a communtiy environment, and away from poor public influence such as bars or pool halls.[89]

handicap

The main floor of the shelter must be accessible by a person in a wheelchair.[90]

FUNCTIONAL COMPONENTS

In order to clarify the relationships of spaces for the Women's Emergency Shelter, the identification of space needs for the facility has been divided into "Functional Components". These are groupings of activities which have operational commonalities and a functional need to be related.

In emphasizing the need during the design process to respect the close inter-relationships of all the spaces within the building, the number of Functional Components has been limited to four. These include:

* Living Component

* Sleeping Component

* Administration Component

* Housekeeping Component

These Components are described in the following material in terms of their activities and space needs and any special characteristics which must be taken into consideration during design. Details of inter-relationships between individual spaces will be provided on the space data sheets.

The Living Component is the hub of the Shelter for the daily and evening activities of the clients and their informal interaction with the staff.

activities

Activities include:

* eating all meals
* reading
* watching television
* child play both inside and outdoors
* child care
* visits by ex-clients and friends
* casual conversation between staff and clients
* drinking coffee
* relaxing
* making telephone calls
* outside space utilization, barbecuing, suntanning and so on

Useage is throughout the day and evenings, just as a living area is utilized in any household.

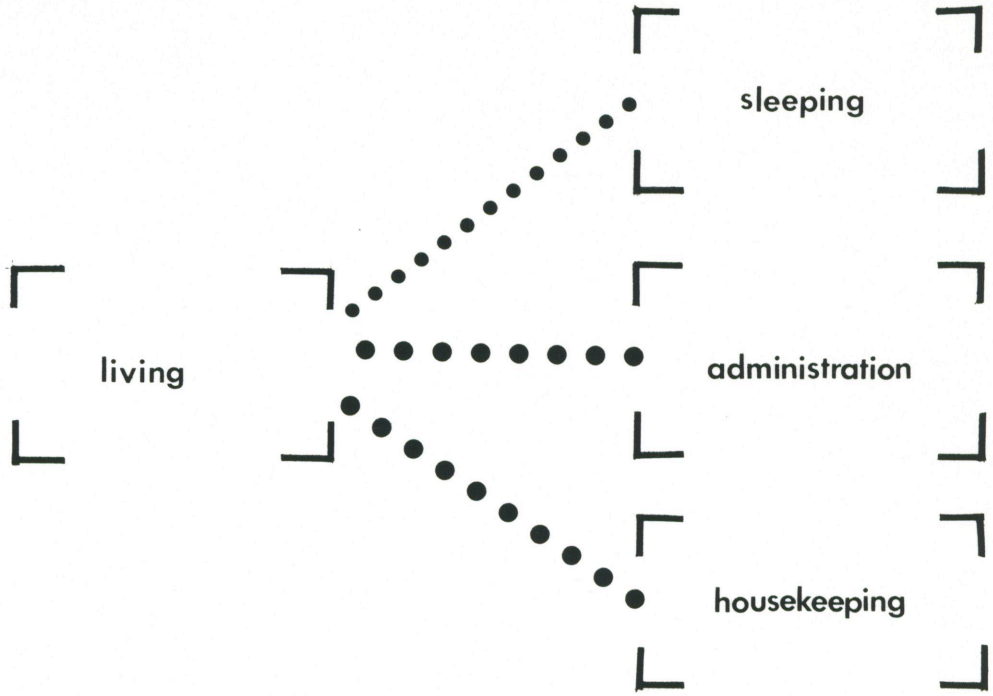
occupancy

Occupancy is by all clients, staff, volunteers, and visitors. For planning purposes, numbers have been assessed as follows:

* Clients: to a maximum of thirty women and children
* Staff: maximum of ten per shift
* Volunteers: five at any one time
* Visitors: five at any one time

relationships

All spaces within the Living Component should be closely related to each other with respect being paid to the need to plan adequately for 'quiet' and 'noisy' areas not to interfere with each other.



Space Type	Net Area Square Feet	Quantity	Total Area Square Feet
Living Room	300	1	300
Dining Room	768	1	768
Den	180	1	180
Kid's Play	750	1	750
Front Lobby	60	1	60
Total Net Area			2058

The Sleeping Component is the clients' own private space in the Shelter and should be a separate level from the Living and Administration Components for optimum privacy. (See general design criteria). All bedrooms must have adequate closet and clothes storage space.

activities

Activities include:

* sleeping
* quiet reflection
* family time
* putting children to bed
* dressing
* bathing
* personal grooming
* storage of clothes and small belongings
* laundry

occupancy

Occupancy is by the clients only and the maximum of clients at any one time is thirty women and children inclusive. The designation of rooms by number and the design criteria set out for the bedrooms have been established to allow for flexibility of space use. Numbers of women and size of families at any one time can vary considerably on a day to day basis, necessitating the ability to 'adapt' rooms according to the need, while not exceeding the figure of thirty given.

Families are accommodated in rooms by themselves to allow for privacy within the the family unit (the only place in the Shelter where this is possible), with private bathrooms. Single women share bedrooms and bathing facilities, to emphasize the therapeutic need between them for communication, sharing and support within a personal setting.

The rooms described in the space data sheets, therefore, allow for comfortable accommodation of a woman with two children and space for a crib. Storage is provided for extra beds to be put up as requires, and arrangement of rooms to allow for accommodating larger families as needed. Single women are accommodated in twos and fours.

relationships

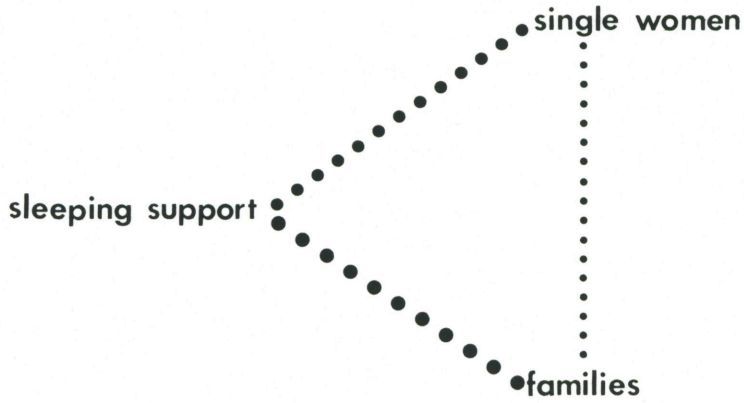
Within the sleeping component there should be a separation between the bedrooms designated for single women and those for families, acknowledging the need of women without children to have some quiet and privacy. Both areas of rooms will share some support space and common laundry facilities.

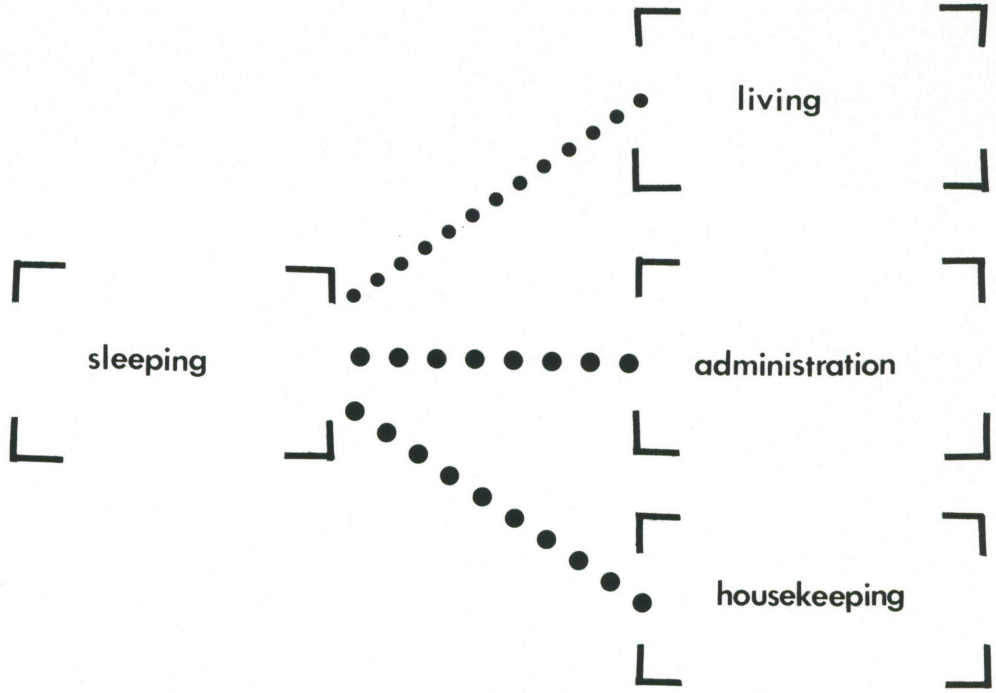
Accommodation is also required for handicapped people and a woman or child who is sick and needs some staff observation. This should be at main floor level, close to the administration area. Bathing facilities are required which can be used either by the occupants of the emergency care room

or by women who are in need of a shower and clean-up on first admittance to the Shelter before being allocated in a room.

Four sub-components are identified as follows:

* Family bedrooms
* Bedrooms for single women
* Sleeping support
* Emergency care room




living
sleeping
administration
housekeeping

Space Type	Net Area Square Feet	Quantity	Total Area Square Feet
Family Bedroom	210	4	840
Two Person Bedroom	150	2	300
Four Person Bedroom	300	1	300
Bathrooms	40	10	400
Client Laundry	100	1	100
Bed Storage	70	1	70
Emergency Bedroom	120	1	120
Emergency Bathroom	40	1	40
Total Net Area			2170

Attention to planning the Housekeeping Component is very important. Storage must be adequate and equipment at hand and easy to use. Much of the housekeeping chores are done by the clients and volunteers. Cleanliness of the building is essential to reduce the risk of sickness among the clients and staff alike.

activities

Activiteis include:

* cooking
* preparation of all meals and snacks
* cleaning and vacuuming
* assisting clients in making up beds
* laundry
* storage of food supplies
* storage of cleaning equipment
* storage of linens and supply of linens to clients
* receipt of all goods, supplies, and donations delivered to the Shelter
* ordering of all goods and supplies required
* preparation of client rosters for assisting in cooking and cleaning
* preparation of daily menus
* checking of invoicing and paperwork related to supplies
* shipment of laundry, sheets and so on
* organization and supervision of donations with volunteer assistance

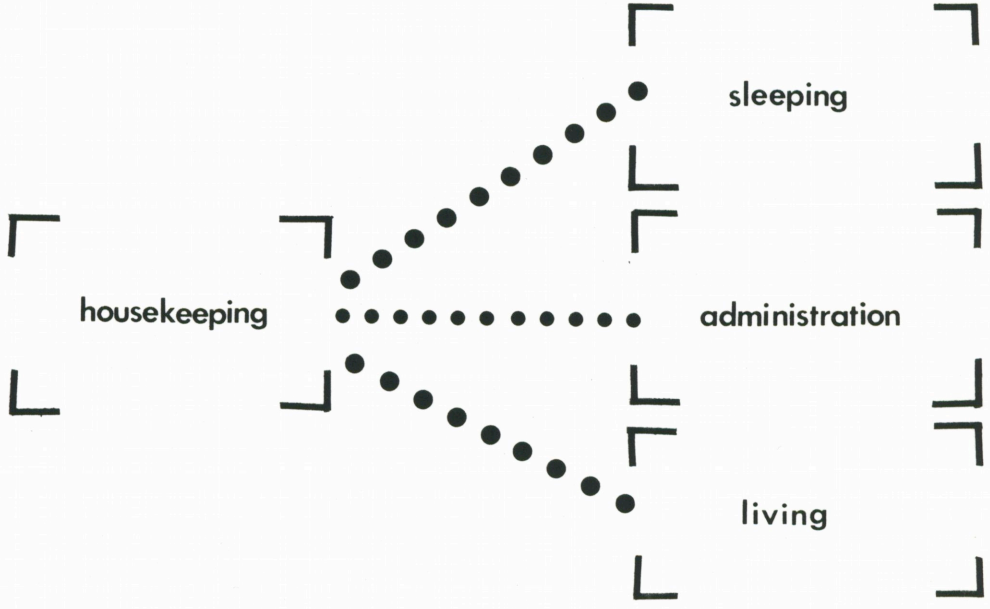
occupancy

Occupancy is limited to the two staff members and the clients or volunteers who are helping at any one time.

* Housekeeper	1	5 days per week
* Cook	1	5 days per week
* Clients		varies
* Volunteers		varies

relationships

The kitchen and housekeeping area should be closely linked as the Cook and the Housekeeper work together. The kitchen must have a large passage area giving access to the dining room but must be designed to prevent access by children. There must be a back entrance with a lobby designed for the receipt of goods and supplies. It should be controlled by a security system under the control of the cook.



Space Type	Net Area Square Feet	Quantity	Total Area Square Feet
Kitchen	250	1	250
Pantry	20	1	20
Back Entry	60	1	60
Cleaning Closets	16	2	32
Laundry	60	1	60
Total Net Area			422

The Administration Component is made up of those spaces required to accommodate all formal interaction with clients and formal staff and volunteer functions. It should be designed as the 'buffer zone' between the front door and the clients' private space, as the 'welcome' to the clients and the security block from the rest of the Shelter.

activities

Activities include:

* crisis councelling throughout a woman's stay in the Shelter
* administrative desk work
* control of front door for security
* large group meetings for clients, ex-clients, members of the public and staff
* staff breaks
* reception duties
* shift changes
* board meetings
* small confidential interviews and meetings with clients and others
* storage of files and records
* storage of staff coats, boots etc.
* constant telephone calls by and to all staff members
* learning resource centre for staff and controlled client and public use
* work area for students and volunteers

occupancy

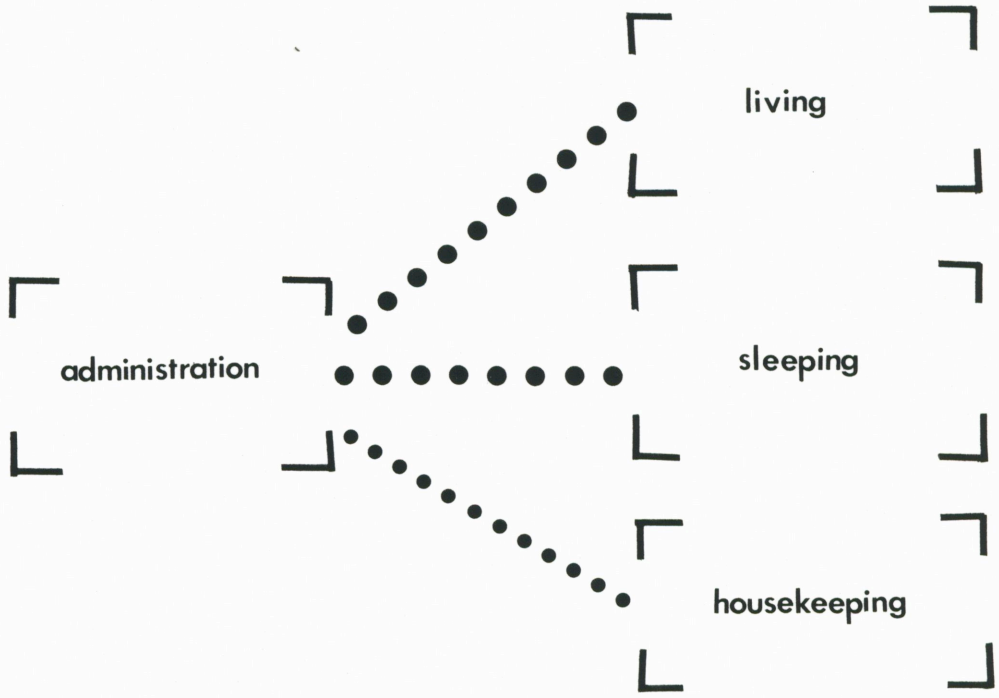
Occupancy is by staff, clients, volunteers, student workers, board members, people from outside agencies. This area is used twenty four hours per day.

At any one time occupancy can be summarized as follows:

* Executive Director	1
* Financial Director	1
* Program Co-ordinator	1
* Volunteer Co-ordinator	1
* Front Line Workers	2 per shift
* Child Care Workers	2
* Volunteers	5 at any one time
* Students	5 at any one time

relationships

All staff interact closely together and need to be fully aware of ongoing activities from a point of view of security, and ensuring that the telephone is never without cover. Attention must be given to the provision of 'quiet' and 'noisy' spaces and to providing limited access by planning control to visitors and public. There must be close connection between this component and the Living Component with close proximity between the Child Care Workers and kids' place.


living
administration
sleeping
housekeeping

Space type	Net Area Square Feet	Quantity	Total Area Square Feet
Reception Room	150	1	150
Executive Director's Office	100	1	100
Finance Office	100	1	100
Co-ord. Office	100	2	200
Child Care Office	100	1	100
Workroom	70	1	70
Small Meeting Room	100	2	200
Large Meeting Room	168	1	168
Copy Room	20	1	20
Computer Room	30	1	30
Staff Room	150	1	150
Staff Coatroom	60	1	60
Total Net Area			1448

THE SITE



Second Floor

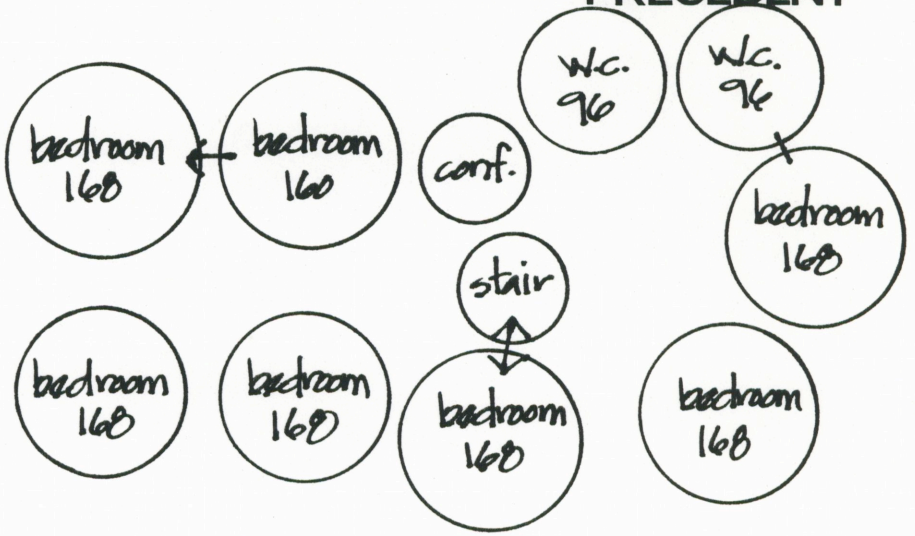


First Floor

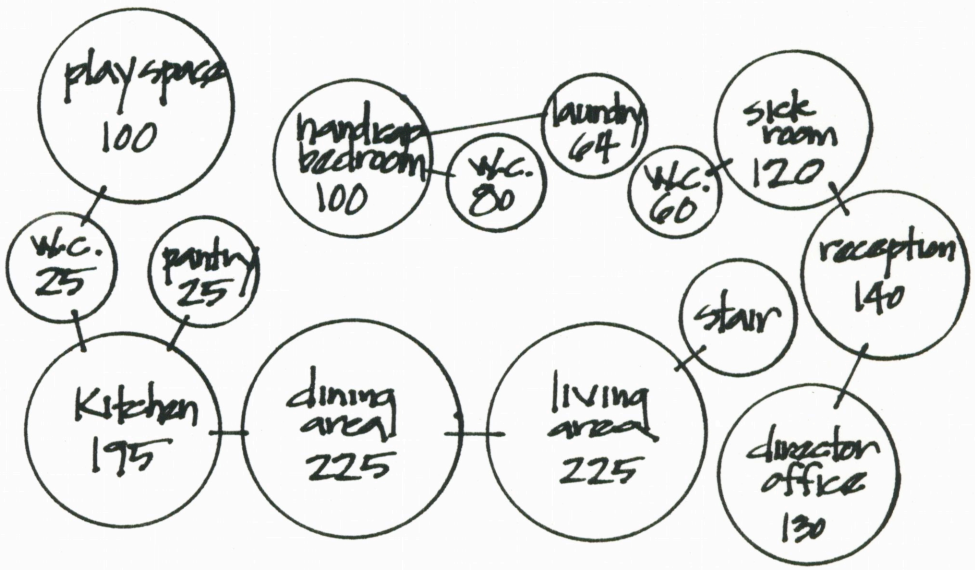
AWARE SHELTER

91,897 sq. ft

PRECEDENT

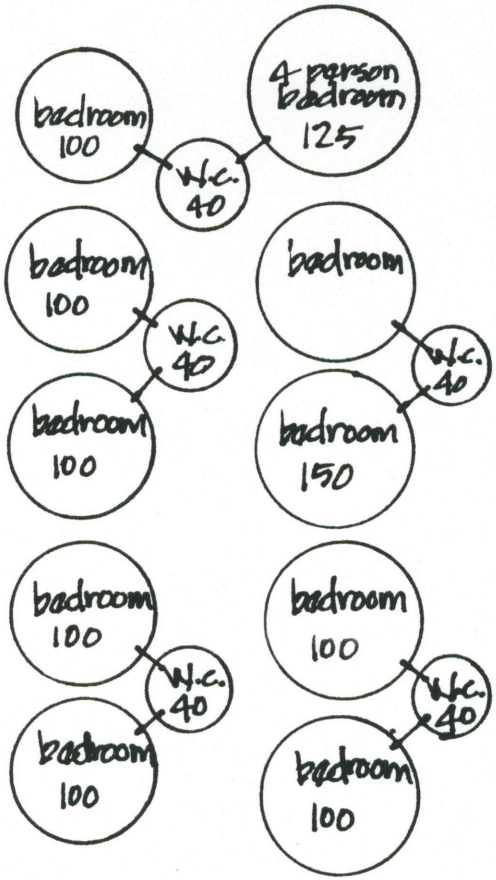


Second Floor

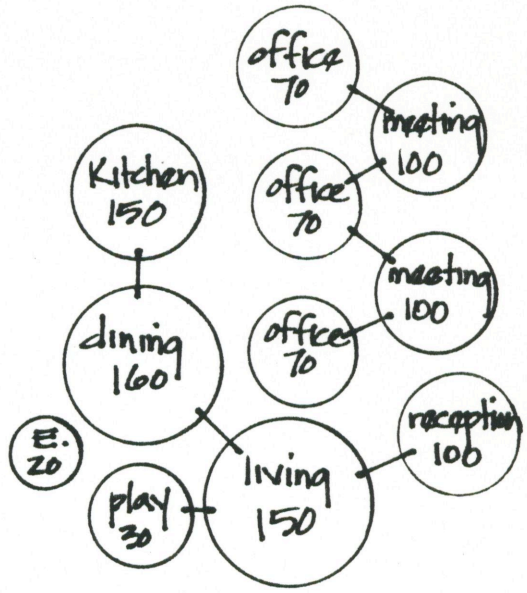


First Floor

OPTION HOUSE SHELTER



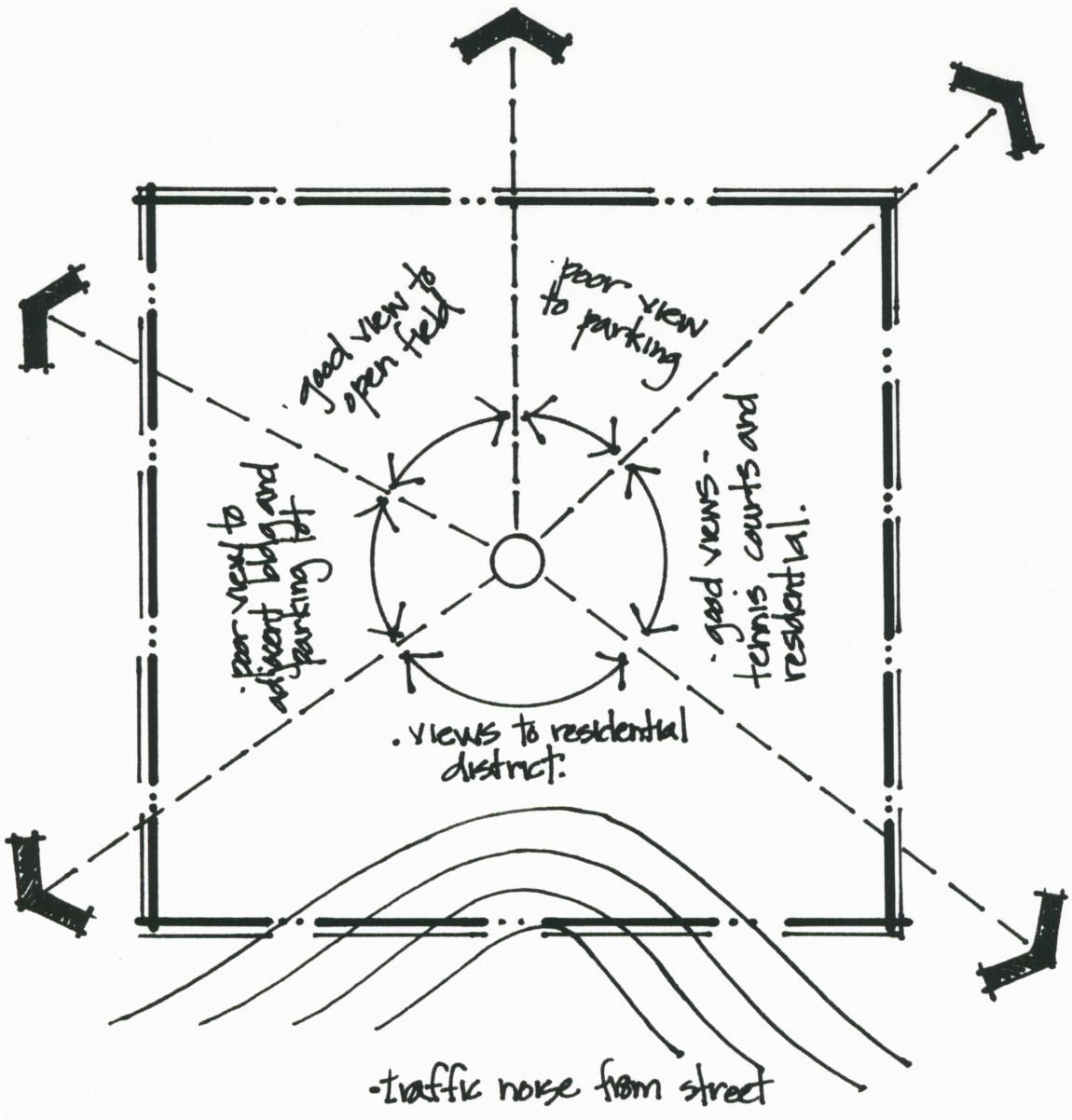
Second Floor



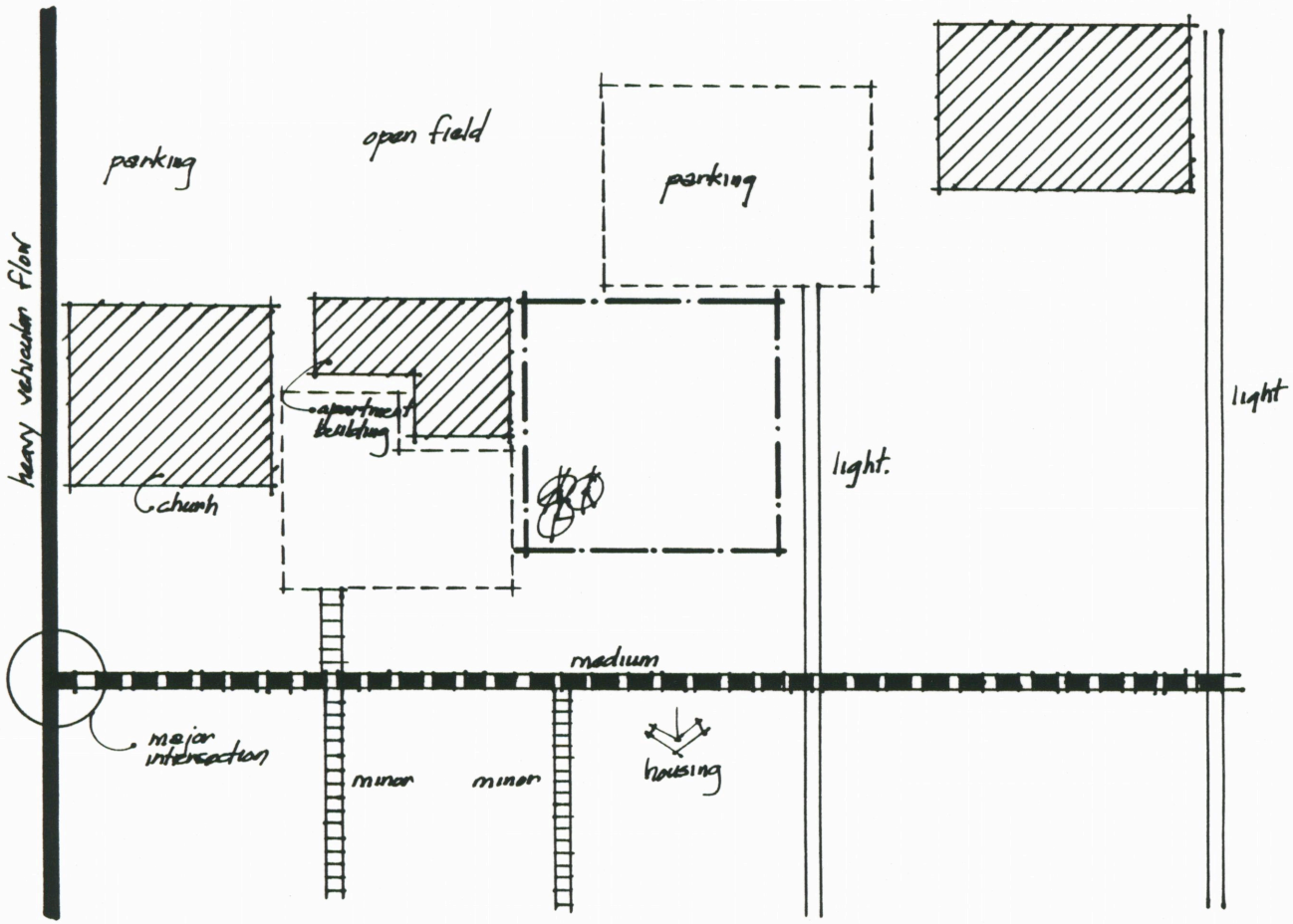
First Floor

CALGARY WOMEN'S EMERGENCY SHELTER
3500 SQ. FT.

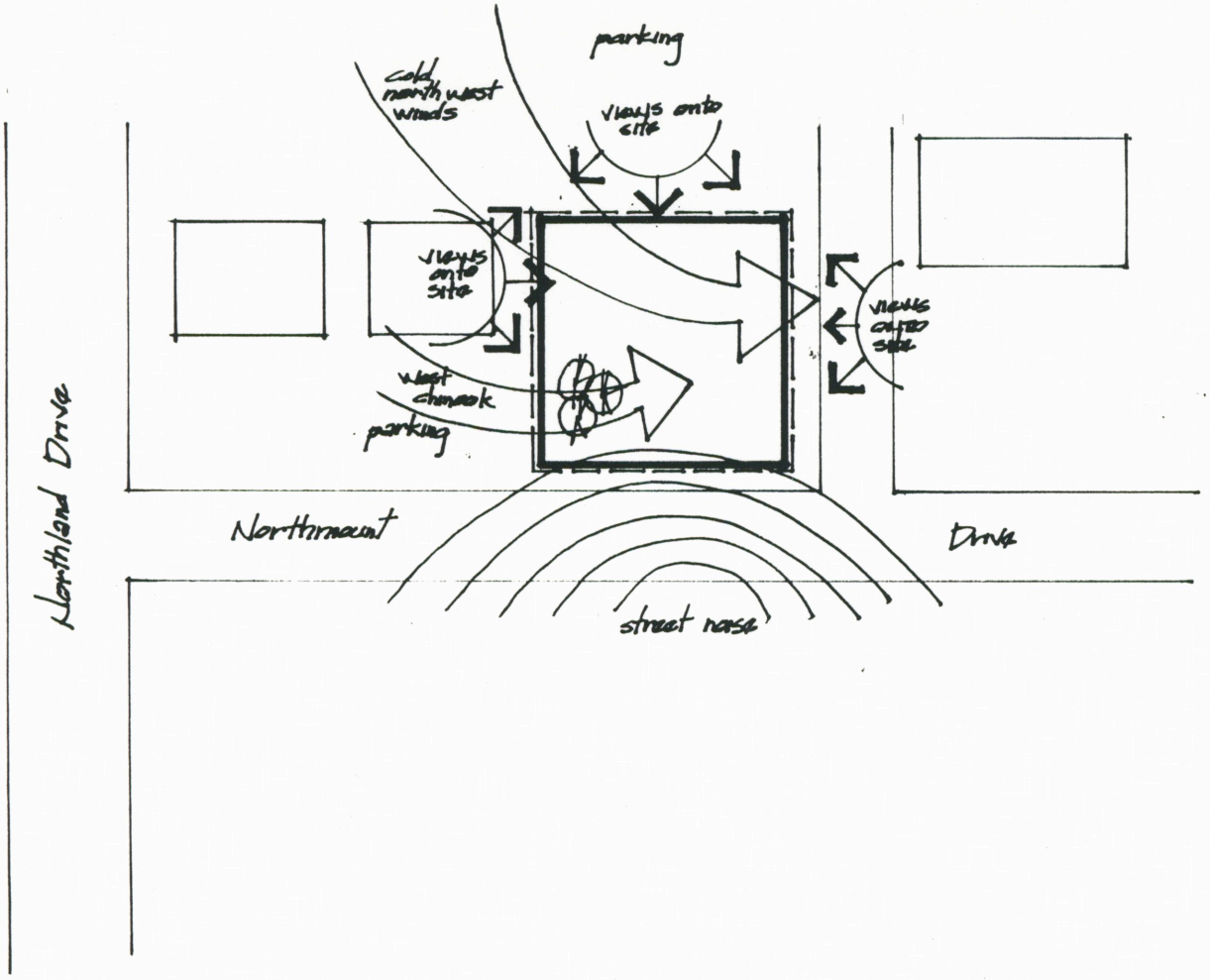
VIEWS

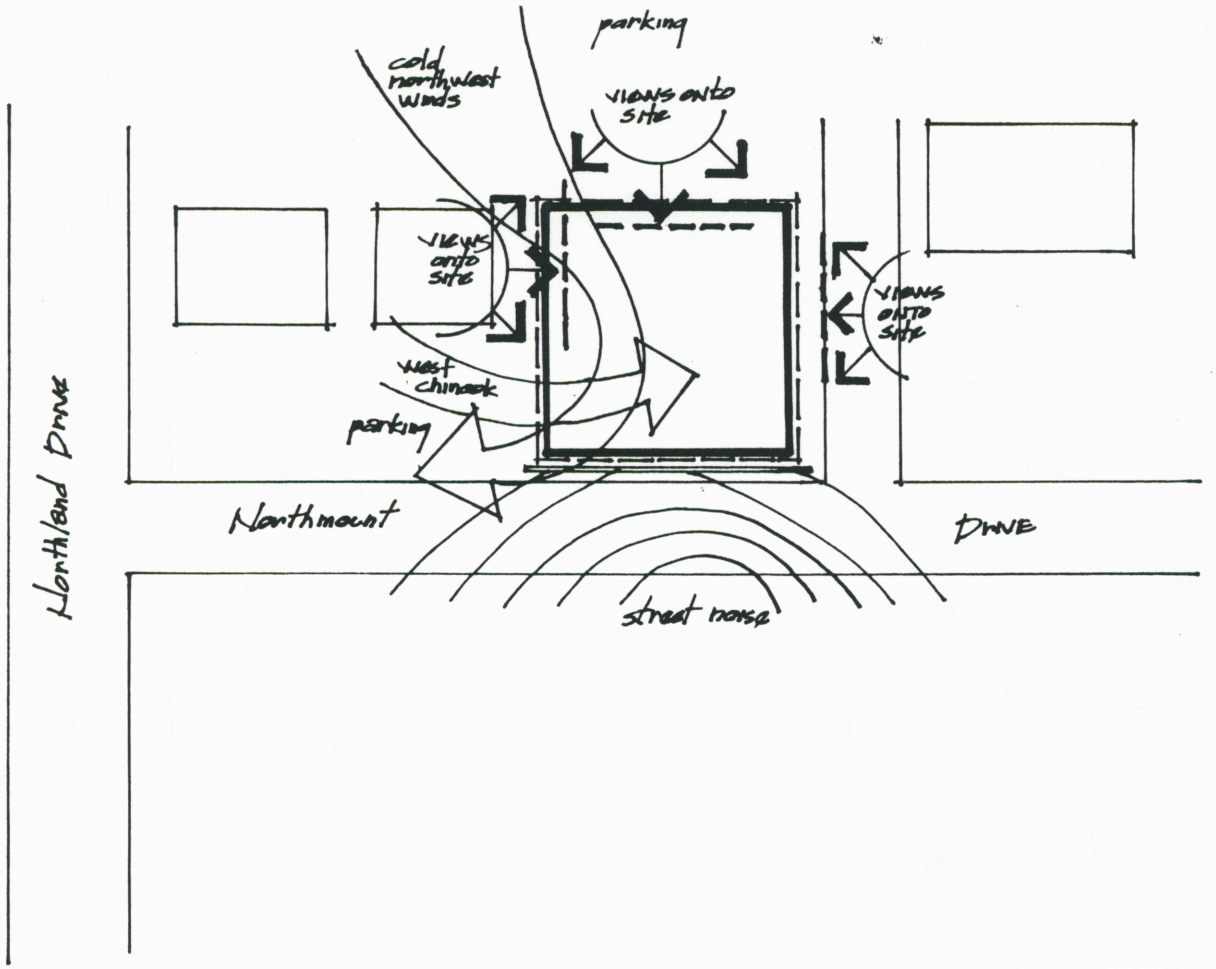

good view to open field
poor view to parking
good views - tennis courts and residential
poor view to adjacent parking lot
. views to residential district.
-traffic noise from street

TRAFFIC


heavy vehicular flow
parking
open field
parking
church
apartment building
light
light
medium
major intersection
minor
minor
housing

EXISTING


parking
cold northwest winds
views onto site
views into site
views onto site
west chinook
parking
Northmount
Drive
Northland Drive
street noise


parking
cold northwest winds
views onto site
views onto site
views onto site
west chinook
parking
Northland Drive
Northmount
Drive
street noise

FOOTNOTES

1. Okun, Women Abuse: Facts Replacing Myths. (67)
2. Ibid. (67)
3. Dobash and Dobash, Violence Against Wives. (136)
4. Ibid. (139)
5. Ibid. (139)
6. Ibid. (143)
7. Ibid. (144)
8. Okun, Woman Abuse: Facts Replacing Myths. (72)
9. Ibid. (76)
10. Ibid. (76)
11. Coffman, Merriam and Nicarthy, Talking it Out. (163)
12. Walker. The Battered Woman. (68)
13. Calgary women's Emergency Shelter, Fact Sheet.
14. Walker, The Battered Women. (79)
15. Silverman, Helping Women Cope With Grief. (91)
16. Okun, Woman Abuse : Facts Replacing Myths. (72)
17. Ibid. (73)
18. Ibid. (73)
19. Ibid. (75)
20. Layzer, Children in Shelters. (14)
21. Ibid, (14)
22. Ibid. (15)
23. Ibid. (15)
24. Ibid. (16)

25. Eisenberg and Micklow, The assaulted Wife: Catch 22 Revisited. (161)
26. Gelles. The Violent Home. (231)
27. Gaquin, Spouse Abuse: Data From the National Crime Survey. (149)
28. Yiio and Straus, Interpersonal Violence Among Married and Cohabitating Couples. (171)
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30. Straus, Gelles and Steinmetz, Behind Closed Doors. (91)
31. Okun, Woman Abuse: Facts Replacing Myths. (93)
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33. O'Brien. Violence in Divorce Prone Families. (66)
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47. Ibid. (990)
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49. Gelles. The Violent Home. (109)

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66. Austin. Sheltering Battered Women. (34)
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77. (Ibid. (51)
78. Ibid. (51)
79. Ibid. (52)
80. Calgary Womens Emergency Shelter, Fact Sheet.
81. Ibid.
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90. United Building Code.

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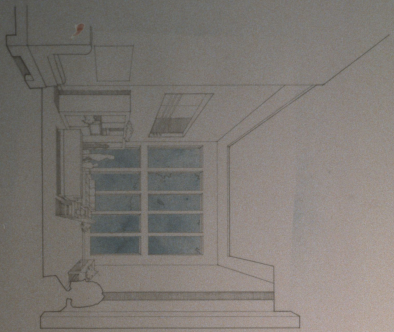
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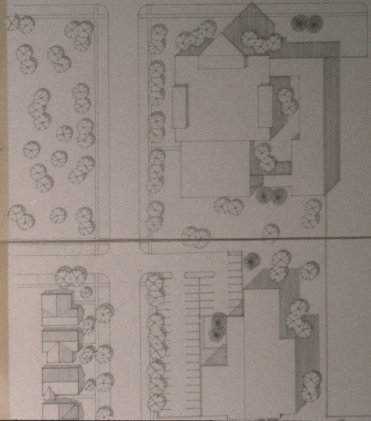
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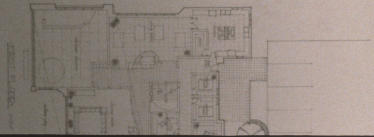
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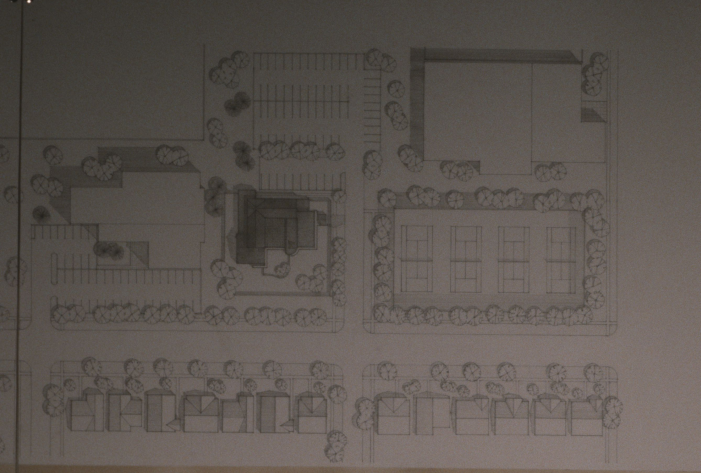
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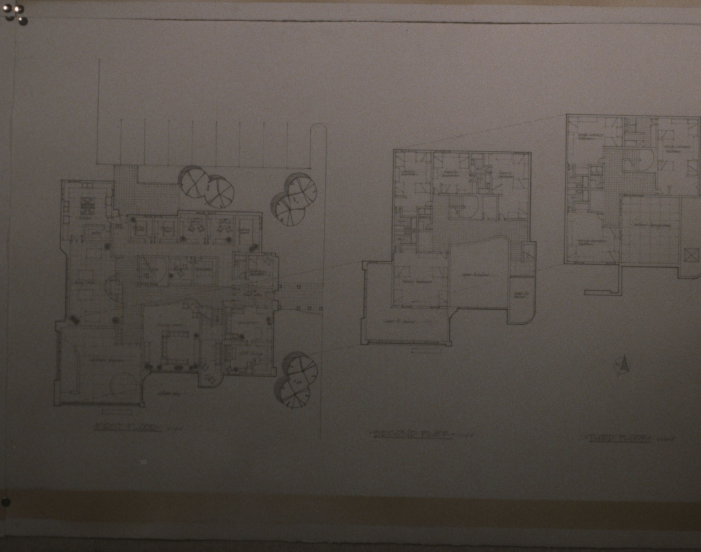
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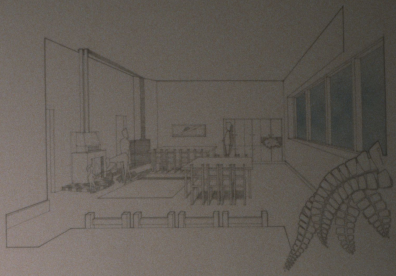


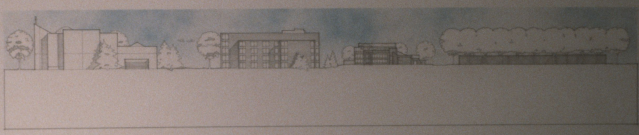


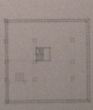


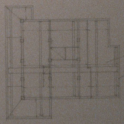


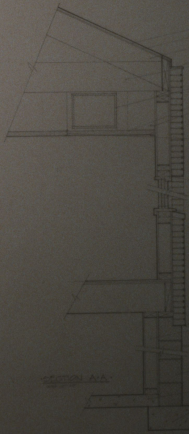


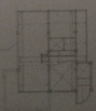








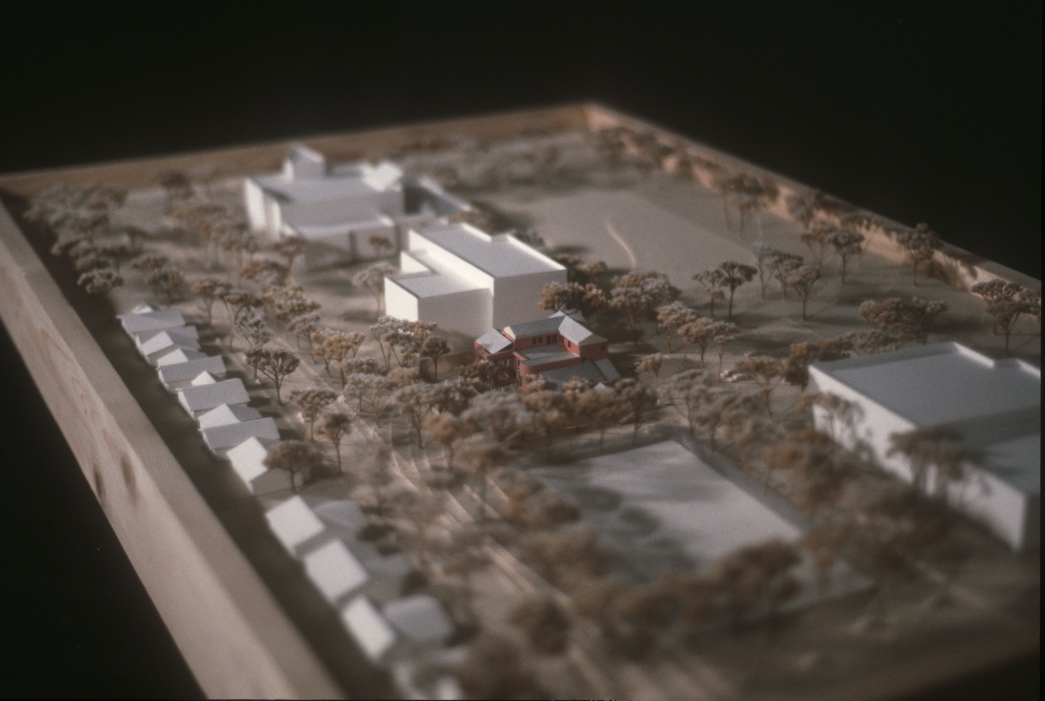


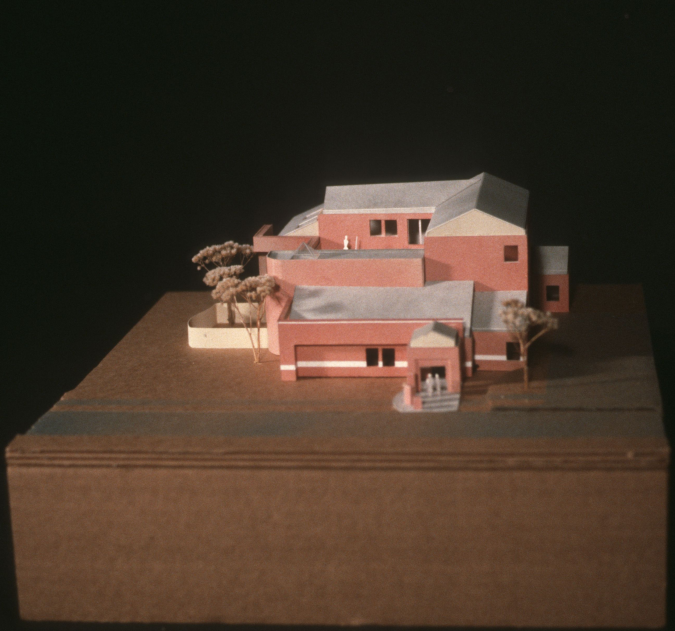














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