

Répondre aux besoins des femmes immigrantes et des communautés ethnoculturelles

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BRIEF DESCRIPTION OF THE TOOL:

This guide helps to understand the barriers faced by immigrant women when accessing the various services available to them. The first part of the document identifies the obstacles they encounter in their migration path and the different factors of vulnerability. It identifies the needs of these women in their efforts.

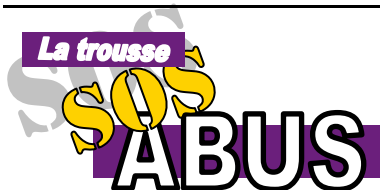
The second part is specifically for the various service workers. It offers ways to improve intercultural communication. The analytical framework of a culture shock allows to "identify sensitive areas in the confrontation of cultural frames of reference and to negotiate solutions." p. 38.

The third part proposes measures to implement in order to tailor services to the realities experienced by these women. It provides examples of initiatives developed by institutions and community groups that led them to better meet the needs of these women. Finally, the guide lists resources that can support service workers in their work.

Tool name	Répondre aux besoins des femmes immigrantes et des communautés ethnoculturelles. Les défis de l'adaptation des services en violence conjugale
Document type	Guide
Type(s) of abuse	Physical, psychological, sexual
Intended for	Service workers working with immigrant women and cultural communities
Issued by (organization)	Fédération des ressources d'hébergement pour femmes violentées et en difficultés du Québec, Table de concertation en violence conjugale de Montréal, Services aux collectivités de l'UQAM
City (region)	Montreal
Creation date	2007
Contact person (contact information of the organization)	Fédération des ressources d'hébergement pour femmes violentées et en difficulté du Québec 110 Sainte-Therese St., Suite 505 Montreal, Quebec H2Y 1E6 Phone: 514 878-9757 Website: www.fede.qc.ca
Number of pages	68
How to get the tool	Available at: www.fede.qc.ca/html/Repondreauxbesoins.pdf

Distinctive features:

Although this guide is about domestic violence, it may be useful to all service workers involved with ethnocultural communities.



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