

# For whom is the Women's Shelter?

Women and their children can stay at the shelter when they cannot stay at home due to violence on behalf of a partner or other members of the household.

The shelter is also for women who have been raped and for women who are victims of trafficking.



KVENNAATHVARF

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PORT hómun

## STAY AT THE SHELTER

On arrival at the shelter the woman is provided with a bedroom for herself and her children (bed, duvets, pillows and linen all provided). The stay, food and necessary cleaning products are free of charge for the women and their children.

It differs for how long women have to stay at the shelter and what kind of service they need. During the stay, women are offered interviews with the shelter's consultants, social worker and/or a lawyer. The women are assisted on receiving the help they need such as police, social services and lawyers. During and after the stay at the shelter, the woman can take part in self-help groups which are run by the Women's Shelter.

## CHILDREN AT THE SHELTER

The mothers are responsible for their children during their stay at the shelter, but members of staff and volunteers also do their best to support the children. Children who have reached the age of six will receive interviews from consultants where they get information on the shelter, education about what is violence and an opportunity to express themselves on their feelings and emotions. They are introduced to the children's house rules and shown the animation Let's talk about violence which the Women's Shelter created and produced for exactly this purpose.

There is an aim to help and assist the children, who have to come and stay at the shelter, to increase their quality of life by creating fun and entertaining activities. At the shelter there is a group of volunteers who select activities in accordance to children's age and status at the house.

## THE LIFE AT THE SHELTER

There is a rich emphasis on confidentiality at the shelter, on everything which goes on between a member of staff and the women who stay at the shelter. We also ask the women who stay at the shelter to keep information they receive from each other, for themselves. Furthermore, the address of the Women's Shelter is not public.

Members of staff and women who stay at the shelter divide housework. There are few but important rules in the house, who aim to keep the stay simple and smooth. Here are rules on children's bedtime for an example, but in general the aim of house rules is to create security and consistency in the work being carried out at the shelter, in order to increase the effectiveness of the stay. The shelter is a beautiful and homey house which attempts to mimic a normal family life.

## INTERVIEWS

Women who have experienced violence or currently live with violence can visit the shelter for an interview where they can get support, advice and/or information, without formally staying at the shelter. In order to get an interview, it is necessary to book an appointment at: 561 1205. The interview is free of charge. Relatives and family members can also use this service.

The interview is on the woman's terms, it normally takes about an hour and takes place at the Women's Shelter. A consultant sits down in the interview room with the woman and takes a brief history of the situation. It depends entirely on the circumstances, which the next steps will be. For an example, the woman can ask for another interview, she can be referred to another service or she can be offered to stay at the shelter.

Women book an interview for various of reasons. Sometimes they come to get practical information in relation to how to leave their abusive partner, how to get divorced or how to go through a custody case, housing issues and more. Women who are being

abused sometimes get immune or insensible to the situation, they have gotten used to the verbal usage and behavior on behalf of the perpetrator and hence, they are not always sure if their case is a case of domestic violence or not. Also, it can sometimes be difficult or uncomfortable to discuss difficulties with relatives or family member. That is why women sometimes come to an interview with a consultant at the Women's Shelter; to discuss their situation.

## SELF-HELP GROUPS

The nature and consequences of the violence are discussed on the meetings. The aim is for women with similar experience to meet and strengthen each other for self-help, by breaking down the isolation, and realize the consequences of the violence.

For further information please call 561 1205 and book an appointment for an interview, which is a necessary starting point for taking part in the self-help group. Normally a woman has had to attend a couple of interviews before she starts attending a self-help group. We will be in contact when the next group starts.

The work is done in Icelandic and is free of charge.

## TELEPHONE SERVICE

### In a case of an emergency dial 112

Victims of violence and their relatives are welcome to call the shelter at 561 1205 to get support and/or advice.

**The phone is open 24 hours a day, every day of the year.**

## EDUCATION

The consultants at the shelter provide various education relating to domestic violence, nature, prevalence and consequences.

The education is targeted according to each groups' preference. For further information regarding education please contact Sigprúður Guðmundsdóttir, Managing Director at the Women's Shelter at [sigthrudur@kvennaathvarf.is](mailto:sigthrudur@kvennaathvarf.is)