



مؤسسة دبي
لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN



Annual Report 2016

BUILDING STRONGBONDS FOR LIFE





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لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN

BUILDING STRONG BONDS FOR LIFE



His Highness Khalifa bin Zayed bin Sultan Al Nahyan

President of the UAE and Ruler of Abu Dhabi

Annual Report 2016



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لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN

BUILDING STRONG BONDS FOR LIFE



His Highness Sheikh Mohammed bin Rashid Al Maktoum

Prime Minister Vice President and Ruler of Dubai

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BUILDING STRONG BONDS FOR LIFE



Chairman Message

In the Name of Allah, the Most Gracious, the Most Merciful

Our vision is... a community free of violence and abuse.

This is our vision in Dubai Foundation for Women and Children... We want everyone living in this country from all nationalities, religions and sects to feel safe. We want them to believe that the only difference between people from religions and denominations is their good deeds. The best proof for this argument is God's words in the Holy Quran, "O mankind! We have created you from a male and a female, and made you into nations and tribes, that you may know one another. Verily, the most honorable of you with Allah is that who is pious. Verily, Allah is All-Knowing, All-Aware."

Everyone has the right to enjoy full safety and respect and to live without fear; violence, ridicule or mockery. We never forget words of the Almighty God, "O you who believe! Let not a group scoff at another group, it may be that the latter are better than the former; nor let (some) women scoff at other women, it may be that the latter are better than the former, nor defame one another, nor insult one another by nicknames. How bad is it, to insult one's brother after having Faith. And whosoever does not repent, then such are wrong-doers.

Providing protection and care for women and children who are victims of violence, misuse or even ridicule is a religious and national duty that contributes to maintaining safely and security of the community.

DR. Abdulla AL Khayat

Chairman

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Welcoming Speech by the Director General

The success in achieving the desired objectives of any entity or individual in Dubai is no longer an end in itself, but Dubai has developed a new standard for success, which is excellence and creativity in achieving these goals. Philanthropy and charity work has become a known title for the UAE and all of its children. The UAE has extended its hands to all those in need, without exception, and without waiting for anything in return.

In Dubai Foundation for Women and children we have gathered our noble humanitarian goals that consist of excellent and innovative standards, so that the our foundation everyday within ourselves using our knowledge and resources is to seek to attain an achievement in the providing better ways to care and protect the women and children in the UAE society, aiming towards our ultimate goal of making our society an oasis free from all forms of abuse, and a model of humanity and creativity.

Yours sincerely..

H.E Afra Al Basti
Director General

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Members of the Board of Directors of the Dubai Foundation for Women and Children



Dr. Abdulla Al Khayat



Brigadier Obaid Muhair



H.E Afra Al Basti



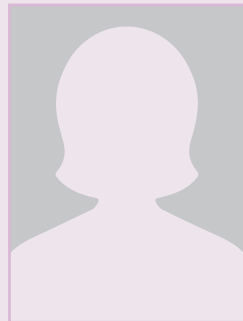
Advisor Khalifa Bin Dimas



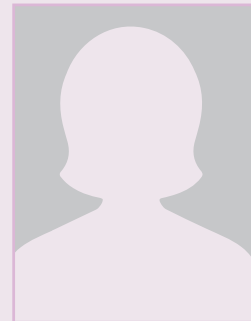
Mr. Abdulla Bin Sougat



Advocate
Abdulmonem Suwaidan



Dr. Suad Al Marzouqi



Dr. Asma Al Ghurair

Name	Designation
Dr. Abdulla Al Khayat Pediatric Cardiologist	Chairman
Brigadier Obaid Muhair	Deputy Chairman Deputy Director - General Directorate of Residency and Foreigners Affairs - Dubai
H.E Afra Al Basti	Member Director General – Dubai Foundation for Women and Children
Mr. Abdulla Bin Sougat	Member Executive Director - Sheikh Hamdan Award for Medical Science
Advisor Khalifa Bin Dimas	Member Senior Advocate General – Dubai Puplic Prosecution
Advocate Abdulmonem Suwaidan	Member Director General - Bin Suwaidan Advocates & Legal Consultation
Dr. Suad Al Marzouqi	Member Clinical psychologist and professor of psychology - UAE University Psychology Department
Dr. Asma Al Ghurair	Member Business Woman

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Who Are We?

The Dubai Foundation for Women and Children (DFWAC) is the first licensed non-profit shelter in the UAE for women and children victims of domestic violence, child abuse, and human trafficking. It was established in July 2007 to offer victims immediate protection and support services in accordance with international human rights obligations.



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Vision

Society free of violence.

Mission

“Provision of safe housing and rehabilitation services to violence victim women and children, spreading social culture, strengthening local and international partnerships, adoption of a research database that contributes to the development of policies commensurate with international standards for violence control”.

Strategic Goals

- ▶ Provision of ideal services and pioneering programs for violence victim women and children in accordance with international laws and standards.
- ▶ Awareness raising, community education and specialized skills building to deal with women and children issues.
- ▶ Promotion of local and international partnerships for achieving DFWAC’s vision and developing permanent financial resources.
- ▶ Development of a research database to become a reliable scientific reference and contribute to the development of proper policies on women and children violence and abuse.
- ▶ Guarantee of all administrative services according to quality and excellence standards.

Directive Principals

- ▶ **PROTECT...** Protect and support women and children through the provision of safe housing and rehabilitation services.
- ▶ **PREVENT....** Prevent various forms of violence through community education programs.
- ▶ **PROMOTE....** Promote community awareness on violence against women and children and inculcate empowerment culture through support programs.
- ▶ **PARTNERSHIP....** Build neutral and international relationships to help achieving DFWAC’s vision and objectives.

Annual Report 2016



BUILDING STRONG BONDS FOR LIFE

Table of Contents

SUMMARY	20
INTRODUCTION	24
1. NEW CLIENTS 2016	30
1.1. Victims of Domestic Violence	33
1.2. Victims of Child Abuse of Internal Clients	40
1.3. Victims of Human Trafficking	45
1.4. Victims of Domestic Violence of New External Clients	52
1.5. Victims of Child Abuse of External Clients	57
2. HELPLINE	62
2.1. Helpline Services	62
3. VICTIM SUPPORT SERVICES AND PROGRAMS	66
3.1. Direct Services to Victims	66
3.2. Educating and Increasing Awareness of Society	68
3.3. Building Cooperation and Partnership Relations	71
3.4. Training and Qualification	82
3.5. Programs & Research	82
4. ACHIEVEMENTS	86
5. SUMMARY STATISTICS	88
OPERATIONAL DEFINITIONS	92



21



29



65



85



87



التقرير
السنوي
2016

SUMMARY



Summary

Dubai Foundation for Women and Children received **1,171** new cases in 2016. Of these cases, 105 were “Internal Clients” who entered and received in-house shelter and support services at the Foundation, and 1,066 cases were “External Clients” who received all the support services at the Foundation without shelter. The Foundation also received **4,539** calls from its Helpline Center.

The following lines show details of the main categories of internal and external cases and helpline calls, respectively:

Firstly: Internal Clients

From the total of 105 new internal cases, cases were divided into 26 cases (25%) victims of domestic violence, 34 cases (32%) victims of child abuse, and 6 cases (6%) victims of human trafficking, while the remaining cases were categorized as “Other”, and made up 39 cases (37%) accepted as humanitarian cases related directly or indirectly with other targeted cases of foundation services, (Definitions in the Appendix).

All victims of domestic violence are women and their ages ranged from 18 to 50 years old. Six of them are UAE national, and 20 are from other different nationalities. The educational level of the victims varied from primary to the university level, yet the majority fell under secondary level; most of them don't work or don't have any sources of income. The majority of them, 17 cases, were married, seven cases were not married, one was divorced and one was widowed. The husband was primarily responsible for violence by 58%; followed by fathers; employers; husband's son; and other relatives. All of the cases (100%) were emotionally abused, 92% were deprived and neglected, 73% were physically abused, 65% were financially abused, and 23% were sexually abused.

Victims of Child Abuse comprised the highest percentage of all internal clients and made up 34 cases by 32%. Of those children, 14 were male who didn't exceed 12 years old and 20 cases were female. Nine children were UAE national and 16 children were from other nationalities, while nine children were categorized as “Unknown”. Their ages ranged from one day to 16 years old. Fourteen of them were pre-school age by 41%, and 15 were in different educational levels by 44%, while five children did not go to school although they were at school age.

Children experienced abuses from fathers by 88% (30 cases), mothers by 12% (4 cases) and from brother (2 cases). Emotional/verbal abused 82%; neglect/deprivation comprised 79%; witnessed domestic violence 71%; financial abuse 24%; physical abuse 18% (6 cases) and sexual abuse 6% (2 cases). The majority of the children (28 cases) entered the shelter with their mothers by 82%, and six children were alone by 18%.

DFWAC received six (6) victims of human trafficking during 2016, and they all were Asian females referred by Dubai Police. The ages of those victims ranged between 15 years to 36 years old. Their educational levels were between illiterate and primary school.

They all were trafficked into sexual exploitation. Trafficking, for five victims, was planned inside UAE (Internal Trafficking) by enticing them with fake promises such as job opportunities or marriage. However, the trafficking for one victim was planned to be trafficked outside UAE (External Trafficking). The trafficker exploited her due to her young age.

Traffickers used different types of abuse to subdue victims and traffic them. They all experienced emotional/verbal, neglect/deprivation and sexual abuse, whereas five experienced financial abuse and three experienced physical abuse.

Three victims were discharged during 2016, two cases stayed for a duration of 3- 6 months and one case stayed for more than 6 months.

It should be noted that during 2016, Dubai Foundation for Women and Children sheltered 14 cases referred by Criminal Investigation Department (CID) of Dubai as “Suspected Victims of Human Trafficking”. During the investigations, it was found that there were no indicators of trafficking, and thereby CID took the necessary right actions, while DFWAC categorized these cases as “other cases”.

Secondly: External Client

Of the total **1,066** new external clients 429 (40%) of them victims of domestic violence, 28 (3%) victims of child abuse and 609 (57%) cases were categorized as “Other”.

The domestic violence victims comprised 429 cases (40%) of all external cases, and their ages ranged from 18 to 85 years. The majority of domestic violence victims were female (96%), and 4% male. Of those victims, 24% hold UAE nationality, and 74% hold other nationalities while 2% doesn't hold any identification. Most of the cases (77%) were married, 11% were not married, 8% were divorced, 3% were separated and 1% was widowed. The husband was the main responsible for the violence by 79%, the



ex-husband by 5% while the remaining cases were abused by other relatives. Emotional/verbal abuse consists 97%, neglect/deprivation 78%, physical abuse 66%, financial abuse 59% and sexual abuse 11%.

A total of 28 were victims of child abuse, and their ages ranged from two years to 17 years old, and 10 children were referred by their relatives, nine by self-referral, three by schools while the remaining were referred by hospitals; Dubai Police and from a neighbor. Most of the child abuse victims (57%) were female and 43% cases were male. UAE Nationals comprised 54% and expatriates comprised 39% while two cases were categorized as “Unknown” by 7%. The father was the main perpetrator of

abuse in 19 cases; mother in 9 cases while the other cases were abused by their relatives or school pairs. Emotional/verbal abuse constituted 100% (28 cases); physical abuse 71% (20 cases); neglect and deprivation constituted 68% (19 cases); witnessed domestic violence 39% (11 cases); financial abuse 32% (9 cases) and sexual abuse 7% (2 cases).

Thirdly: Helpline Calls

DFWAC received **4,539** calls from Helpline Center 800111 in 2016. The majority of callers (33%) were from the general public and callers who inquired about services offered by the foundation and the quality of assistance and counselling for victims, whether inside or outside the foundation by 1,504 calls, 17% were victims by 802 calls, 18% of non-victims callers requiring services by 797 calls, 31% victims called back multiple times to contact with case managers by 1411, and 25 calls were from volunteers by 0.6%.

Of the 4,539 callers, 802 callers were victims, 88% were looking for advice and consultation on the problems concerning domestic violence; 11% child abuse; 1% human trafficking. Most of the victims were not in immediate danger (90%), while 8% were urgent but not in immediate danger and was response within two work days and 2% callers were in immediate danger and took appropriate actions to deal with them.

Fourthly: Programs, Services and Achievements

Programs, cultural activities, community and relevant partnerships that are developed and implemented by the Dubai Foundation for women and children, have all contributed to relieve pressure on the victims, find appropriate solutions and to provide financial support for relevant projects. Besides, it provides legal consultations and exchange of information, experiences and skills gained in this regard; and all to achieve in a comprehensive and integrated strategy for the foundation.

It should be noted that the Dubai Foundation for Women and Children has won a number of international certifications: ISO 31000: 2009 Risk Management, OHSAS 18001: 2007 International Occupational Health and Safety Management System, ISO 14001: 2015 Environmental Management System, ISO 9001: 2015 Quality Management Systems, ISO 10002: 2014 Quality Management – Customer satisfaction, ISO 10004: 2012 Quality Management –Customer Satisfaction.



INTRODUCTION



Introduction

About the Foundation

Dubai Foundation for Women and Children (DFWAC) was established in July 2007 as a humanitarian initiative and was the first licensed nonprofit shelter in the UAE for women and children victims of domestic violence, child abuse, and human trafficking. This report covers the reporting period of January 01– December 31, 2016, and is the 9th report issued by the Dubai Foundation for Women and Children.

Services Provided

DFWAC provides free services to women and children victims of violence, including a helpline, safe shelter, case management, medical care, psychological and social support, counseling, legal, consular and immigration assistance. In addition to those core services, DFWAC also provides secondary support services including children's education, recreational activities, vocational services, physical fitness, empowerment, and skills training.

Confidentiality Disclosure

In order to protect the privacy, confidentiality, and safety of clients served at DFWAC, information that could result in the identification of a victim will not be included.

Definition

Refer to Definitions Section in the Appendix for full explanation of terminology used in this report.

DFWAC Clients

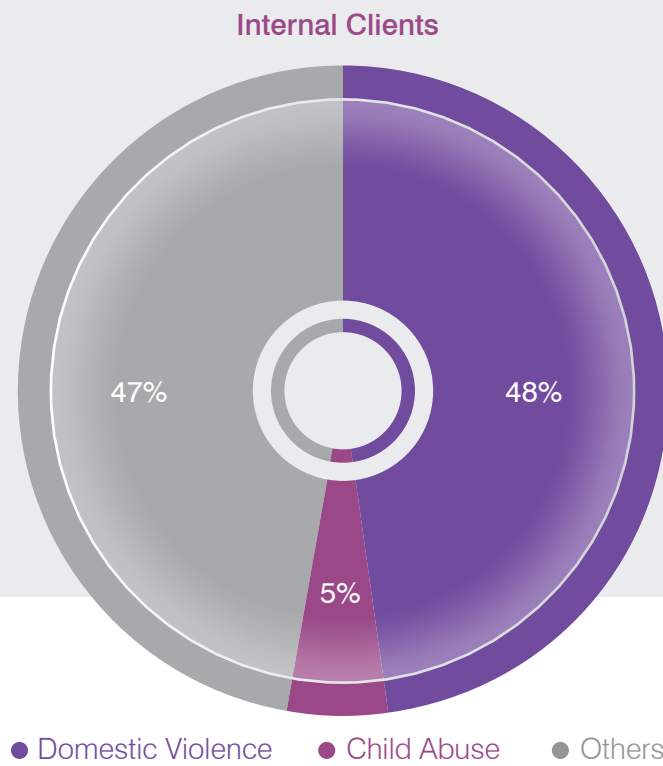
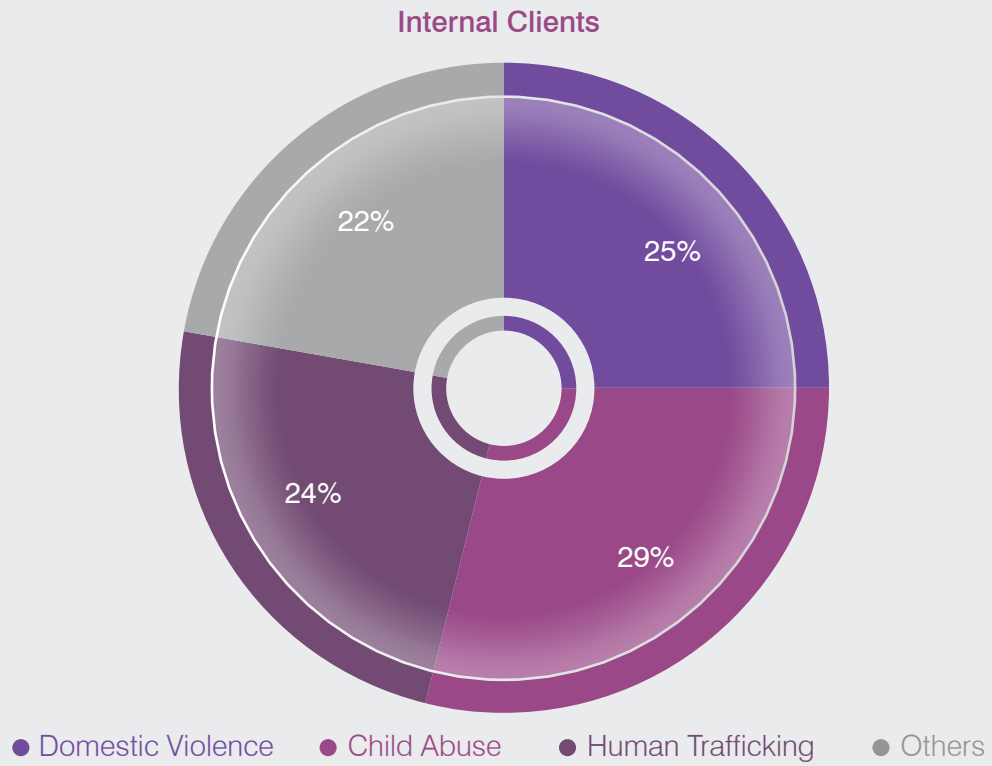
DFWAC served **4923** clients since it opened its doors in October 2007, inclusive of internal and external cases. Clients were divided into the following:

- ▶ **951 Internal Clients:** Clients who first entered the Foundation for shelter and support services.
- ▶ **3972 External Clients:** Clients who received all the support services at the Foundation without shelter.

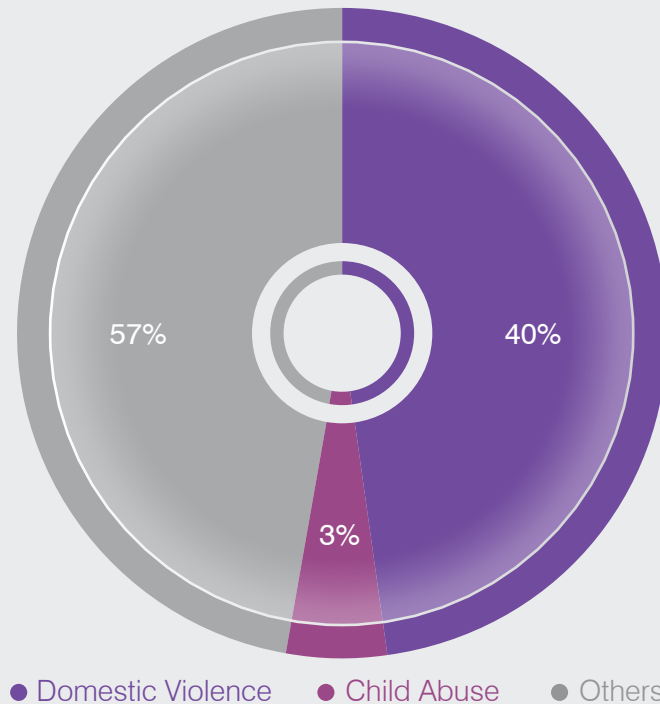
Of the total **951** internal clients, 239 were victims of "Domestic Violence" by 25%, 280 were victims of "Child Abuse" by 29%, and 223 were victims of "Human Trafficking" by 24%. The remaining cases as shown in the Figure below were "Others", and made up 209 clients by 22%. This category "Other" is for clients received by DFWAC for different reasons while they were not in the main categories (Refer to the Definition).

Of the **3972** external clients, 1903 were cases of "Domestic violence" by 48%; 211 cases were victims of "Child Abuse" by 5%; five were cases of "Human Trafficking" and 1853 cases were re categorized as "Other" by 47%.

Figure 1: Types of Internal & External Clients since 2007-2016



Internal & External Clients



Existing Clients

Number of Existing Clients

DFWAC served **211** existing internal and external clients and divided as following:

- ▶ **52 Internal Clients:** clients who entered the foundation prior to January 01, 2016, but continued to receive shelter and support services during January 01-December 31, 2016
- ▶ **159 External Clients:** clients who received all the support services at the Foundation without shelter but continue to receive support services during the reporting period (January 01-December 31, 2016).

Detailed statistics on these 211 cases were documented in previous annual reports.

Duration of Stay for Internal Existing Clients

During 2016, **191** were discharged. The table below shows the duration of stay for existing clients since 2015 discharged during 2016. Twelve cases stayed for less than one month, 60 cases stayed for 1-3 months, 62 cases for 3-6 month and 46 cases for more than 6 months, while 11 cases for more than a year. It should be noted that this is not conducted with DFWAC police. It is more conducted with prosecutions and courts.

Table 1: Duration of Stay for Discharged Existing Internal Clients

Duration of Stay	# of Cases	%
Less than 30 days	12	6%
30-90 days	60	31%
91-180 days	62	33%
181- 365 days	46	24%
More than a year	11	6%
Total	191	100%



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NEW CLIENTS 2016

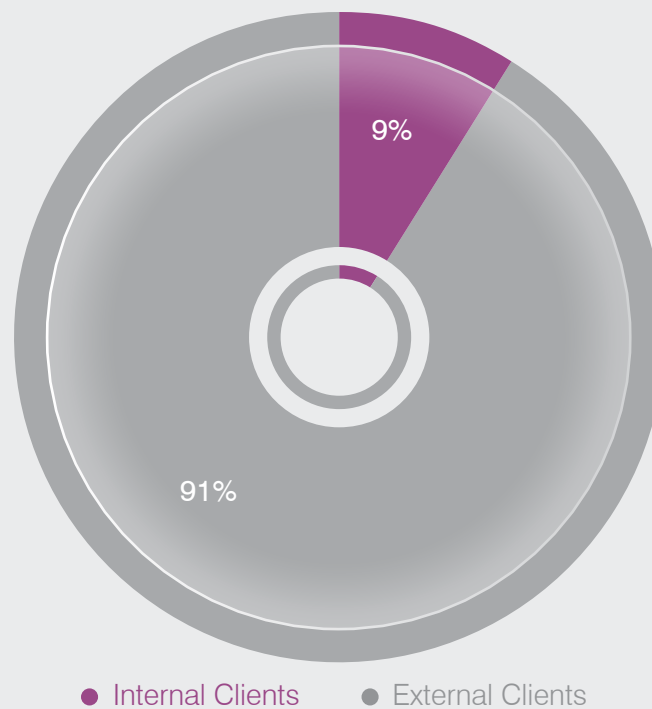


1. NEW CLIENTS 2016

DFWAC received **1171** new clients and they were divided into the following:

- ▶ **105 New Internal Clients:** clients who entered and received in-house shelter and support services at the Foundation during specified reporting (January 01- December 31, 2016).
- ▶ **1,066 New External Clients:** clients who received all the support services at the Foundation without shelter during the specified reporting period (January 01- December 31, 2016).

Figure 1.1: New Clients



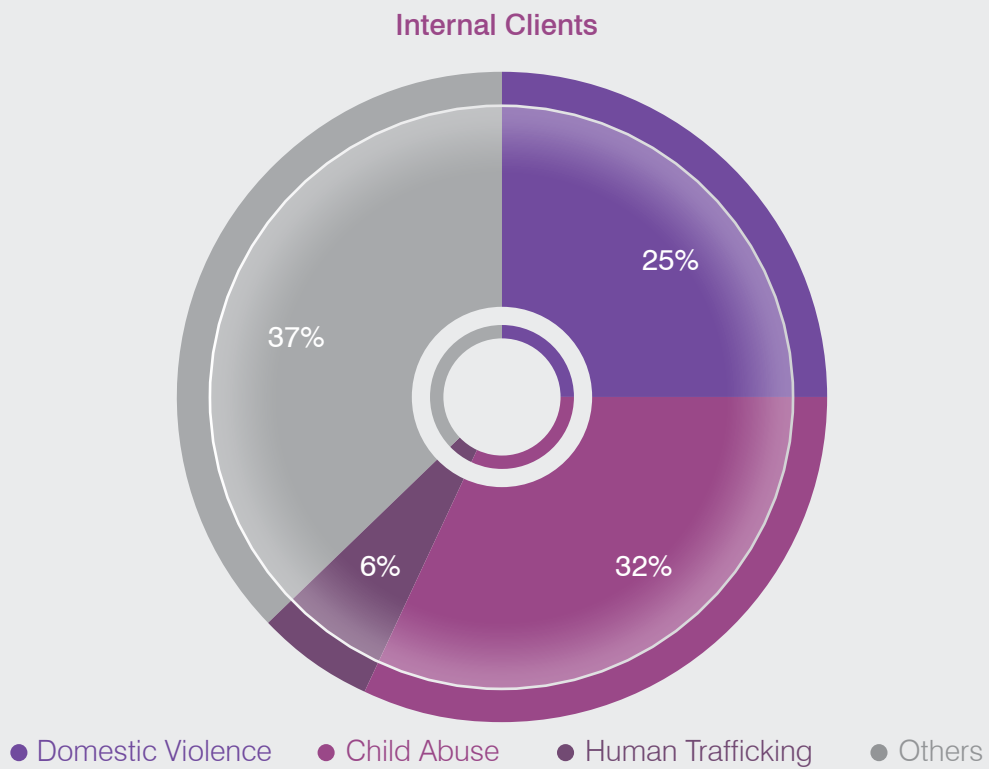
New clients were divided into three main categories: Domestic Violence, Child Abuse and Human Trafficking.

Of the total **1171** new internal and external clients, 455 were victims of "Domestic Violence", 62 were victims of "Child Abuse", 6 cases were victims of "Human Trafficking" and 648 were "Other", see the table below:

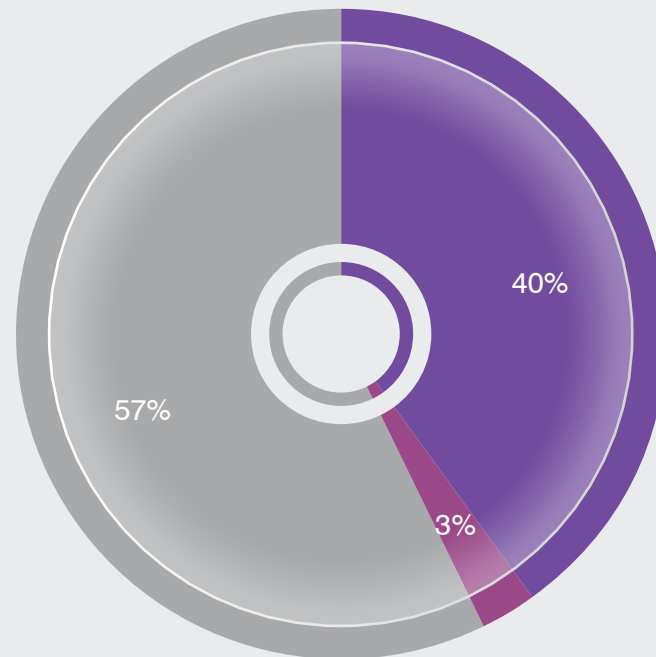
Table 1.1: New Clients (Internal & External)

Category of Violence	Number of Clients		Total
	Internal Clients	External Clients	
Domestic Violence	26 (25%)	429 (40%)	455 (39%)
Child Abuse	34 (32%)	28 (3%)	62 (5%)
Human Trafficking	6 (6%)	-	6 (1%)
Others	39 (37%)	609 (57%)	648 (55%)
Total	105 (100%)	1066 (100%)	1171 (100%)

Figure 1.2: New Clients (Internal & External)

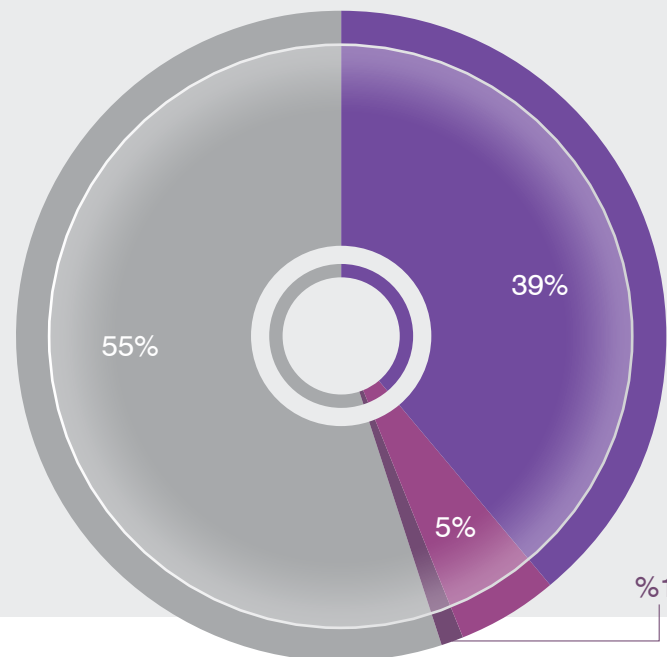


External Clients



● Domestic Violence ● Child Abuse ● Others

Internal & External Clients



● Domestic Violence ● Child Abuse ● Human Trafficking ● Others

1.1 Victims of Domestic Violence

Characteristics of Domestic Violence Victims

Age

All cases of domestic violence were women over the age of 17, with an average age of 28.1 years old with standard deviation ± 8.4 . Their ages ranged from 18 to 50 years old.

Table 1.2: Age of Domestic Violence Clients

Mean (average)	28.1 years
Standard Deviation	8.4 $\pm$
Median	26 years
Minimum	18 years
Maximum	50 years

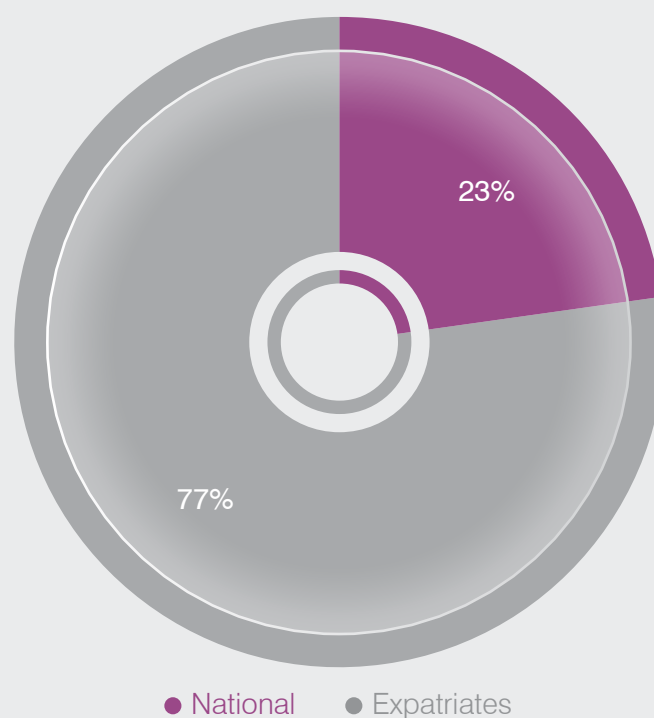
Nationality

Out of a total of 26 domestic violence cases, six cases were Nationals, and 20 cases were Expatriates.

Table 1.3: Nationality of Domestic Violence Clients

Nationality	# of Cases	%
Nationals	6	23%
Expatriates	20	77%
Total	26	100%

Figure 1.3: Nationality of Victims of Domestic Violence



The Nationalities of domestic violence victims is illustrated below:

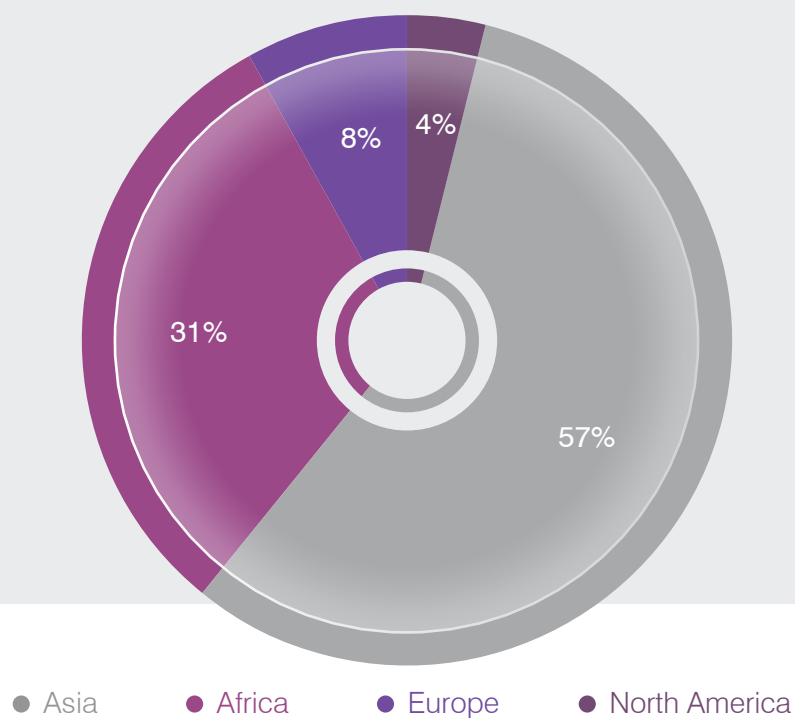
Table 1.4: Nationality of Internal Victims of Domestic Violence

Region	# of Cases	%
Asia	15	57%
UAE	6	23%
Iraq	2	7%
Syria	2	7%
Nepal	1	4%
Philippine	1	4%
Tajikistan	1	4%
Yemen	1	4%
India	1	4%

Table 1.4: Nationality of Internal Victims of Domestic Violence

Region	# of Cases	%
Africa	8	31%
Morocco	4	15%
Ethiopia	2	8%
Tanzania	1	4%
Sudan	1	4%
Europe	2	8%
Croatia	1	4%
Russia	1	4%
North America	1	4%
United States	1	4%

Figure 1.4: Regional breakdown of Internal Victims of Domestic Violence



Education

As can be seen in the table below, most of the victims of domestic violence had some formal education; five cases had attended primary school; 14 cases had attended secondary school; two cases were in university; five cases had Bachelor's degree.

Table 1.5: Educational Level of Domestic Violence Victims

Education	# of Cases	%
Primary School	5	19%
Secondary/High School	14	54%
Undergraduate	2	8%
Bachelor/college completed	5	19%
Total	26	100%

Occupation

Victims of domestic violence were assessed for their occupations and work activities. This analysis showed that most of the victims (19 cases) were not working; four cases were housemaids; one case was a babysitter, one case was a beautician and one case was an office employee.

Table 1.6: Occupation of Domestic Violence Victims

Occupation	# of Cases	%
Do not Work	19	73%
Housemaid	4	15%
Babysitter	1	4%
Beautician	1	4%
Office employee	1	4%
Total	26	100%

Income

Victims of domestic violence were assessed for their economic status, by looking at their monthly incomes (i.e. the amount of money they received monthly from any and all sources), showed that 65% were not receiving money from any source. Four cases reported receiving less than 1000 (AED) per month; two cases (1000-3000 AED) per month; one case (3000 - 6000 AED) while two case were receiving irregular incomes.

Table 1.7: Monthly Income of Domestic Violence Victims

Monthly Income	# of Cases	%
Nothing	17	65%
<1000 Dhs	4	15%
1000 – <3000 Dhs	2	8%
3000 – <6000 Dhs	1	4%
Irregular income	2	8%
Total	26	100%

Marital Status

The table below shows that 17 victims of domestic violence were married; seven cases were single; one case was divorced and one was widowed.

Table 1.8: Marital Status of Domestic Violence Victims

Marital Status	# of Cases	%
Married	17	65%
Single	7	27%
Divorced	1	4%
Widowed	1	4%
Total	26	100%

Sheltering Status

Of the domestic violence cases according to the classifications listed in Table below, 11 cases came to the Foundation with their children “Mother with Children”; 11 cases were mothers of living children but their children were not sheltered with them at DFWAC “Mother alone”, and four women did not have children at all “Lady alone”:

Table 1.9: Sheltering Status of Domestic Violence Victims

Sheltering Status	# of Cases	%
Mother alone	11	42.31%
Mother with Child/children	11	42.31%
Lady alone	4	15.38%
Total	26	100%

The Perpetrators

It was reported by the cases that the abuse was perpetrated by husband (15 cases); a father (5 cases); other relatives (one case). Husband's son (one case); Four cases, however, reported that they were abused by their employers.

Table 1.10: The Perpetrators of Domestic Violence Victims

Perpetrator	# of Cases	%
Spouse	15	58%
Father	5	19%
Husband's son	1	4%
Other Relatives	1	4%
Employers	4	15%
Total	26	100%

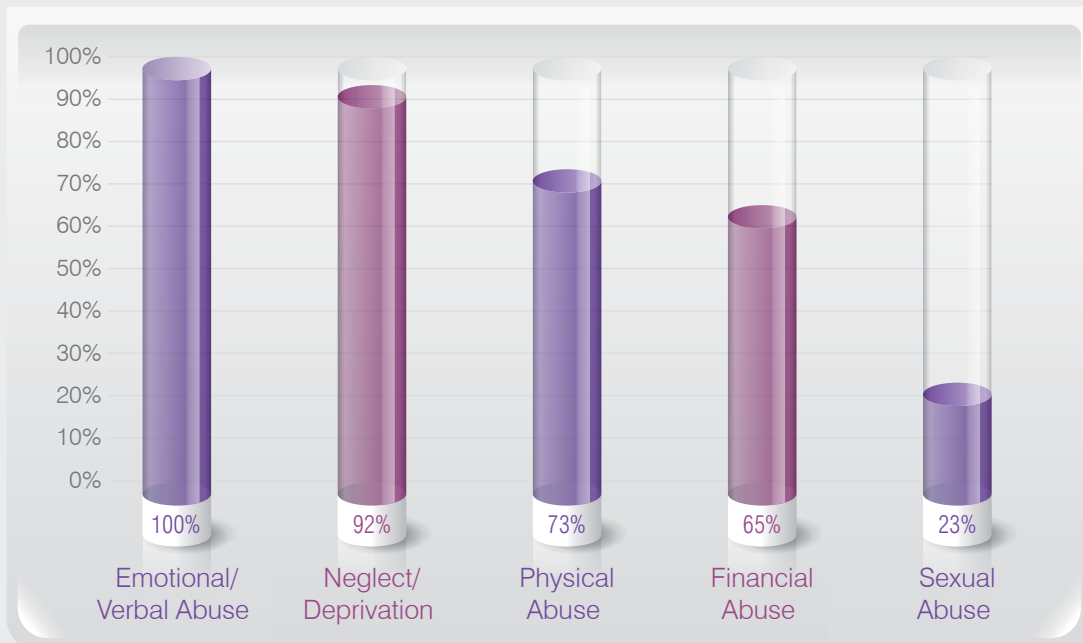
Types of Abuse

It is common that a domestic violence victim exposed to more than one type of abuse; hence the difference. Emotional/Verbal was the most common form with all cases (100%); neglect/deprivation by 92%; physical abuse by 73%; financial abuses by 65%; and sexual abuse by 23% (6 cases).

Table 1.11: Types of Abuse experienced by Domestic Violence Victims

Type of Abuse	# of Cases	%
Emotional/Verbal Abuse	26	100%
Neglect/Deprivation	24	92%
Physical Abuse	19	73%
Financial Abuse	17	65%
Sexual Abuse	6	23%

Figure 1.5: Types of Abuse experienced by Domestic Violence Victims



Duration of Stay at DFWAC of Discharged Cases

Of the 26 victims of domestic violence, 17 cases discharged during the reporting period in 2016. Of the discharged cases, nine cases stayed at DFWAC for less than one month, within the recommended length of stay for emergency shelter services. Five cases stayed from 1-3 months; two cases stayed from 3-6 months and one case stayed for more than 6 months.

Table 1.12: Duration of Stay at DFWAC of Discharged Cases

Duration Stay at DFWAC	# of Cases	%
<30 days	9	53%
30– 90 days	5	29%
91-180 days	2	12%
More than 181 days	1	6%
Total	17	100%

1.2 Victims of Child Abuse of Internal Clients

Characteristics of Child Abuse victims

Age

The ages for victims of child abuse ranged from one day to 16 years old. The table below shows more details about ages of the victims.

Table 1.13: Age of Child Abuse Victims

Mean (average) Age - in Years	4.2 years
Standard Deviation	±3.58
Median	3
Minimum	One day
Maximum	16 years

Gender

The table below shows that 20 cases (59%) of child abuse victims were female. It should be noted that the sheltered male children are less than 12 years old and comprised 14 cases (41%).

Table 1.14: Gender of Child Abuse Victims

Gender	# of Cases	%
Female	20	59%
Male	14	41%
Total	34	100%

Nationality

As shown in Table below, nine children (26.5%) were UAE Nationals; 16 cases (47%) were expatriates and nine children were categorized as “Unknown”.

Table 1.15: Nationality of Child Abuse Victims

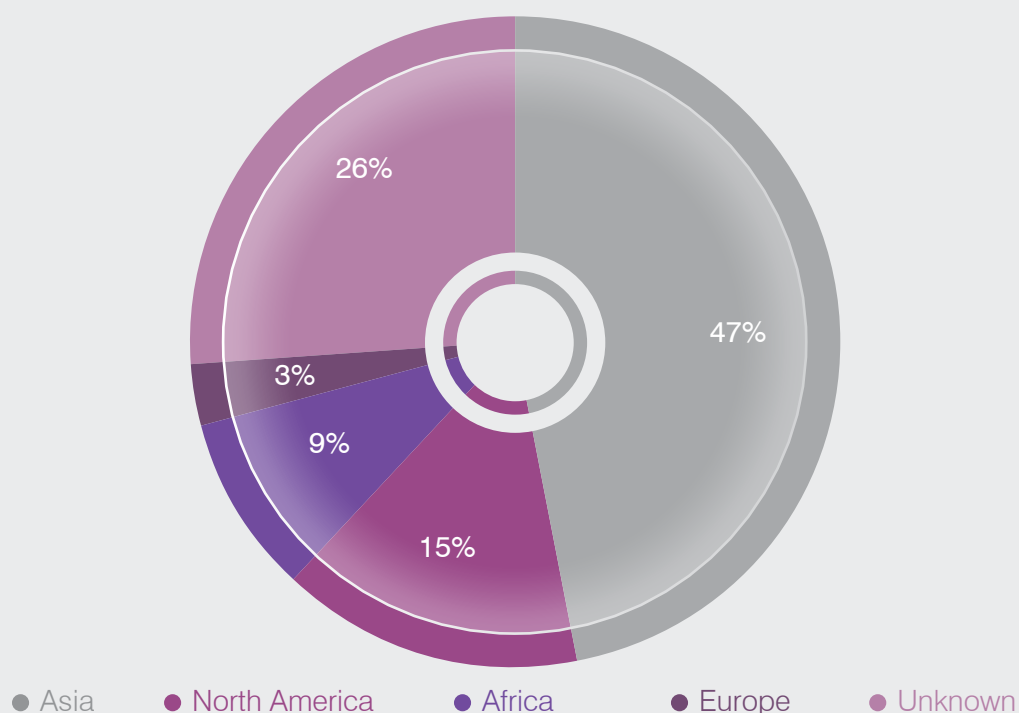
Nationality	# of Cases	%
Nationals	9	26.5%
Expatriates	16	47%
Unknown	9	26.5%
Total	34	100%

The table below shows the nationalities of child abuse victims by continent:

Table 1.16: Nationalities of Child Abuse Victims by Continent

Nationality	# of Cases	%
Asia	16	47%
UAE	9	26%
Iraq	5	15%
Syria	2	6%
North America	5	15%
United States	4	12%
Canada	1	3%
Africa	3	9%
Morocco	1	3%
Cameron	1	3%
Comoros	1	3%
Europe	1	3%
Croatia	1	3%
Unknown	9	26%

Figure 1.6: Nationality of Child Abuse Victims by Continent



Education

Children who were not of school age comprised 41% (14 cases) of all cases and 44% (15 cases) were in different levels of education varied from KG to the Secondary/High School, (See Table 1.17). Five cases were not attending school and they were in school age.

Table 1.17: Level of Education attended by Child Abuse Victims

Level Attended	# of Cases	%
Not at school age	14	41%
Do not go to school	5	15%
KG	5	15%
Primary School	6	17%
Secondary/High School	4	12%
Total	34	100%

Sheltering Status

The cases were classified by sheltering status according to the categories shown in table 1.18, from 34 cases 28 cases were classified as “child with its mother, and six cases as “child alone”.

Table 1.18: Sheltering Status of Child Abuse Victims

Sheltering Status	# of Cases	%
Child with Mother	28	82%
Child alone	6	18%
Total	34	100%

The Perpetrators

Some of the child abuse victims reported more than one perpetrator. As can be seen below, the father was the sole perpetrator of abuse in 30 cases. The remaining cases reported mothers (4 cases) and brother (2 cases) as abusers.

Table 1.19: The Perpetrator of Child Abuse Victims

Perpetrator	# of Cases	%
Father	30	88%
Mother	4	12%
Brother	2	6%

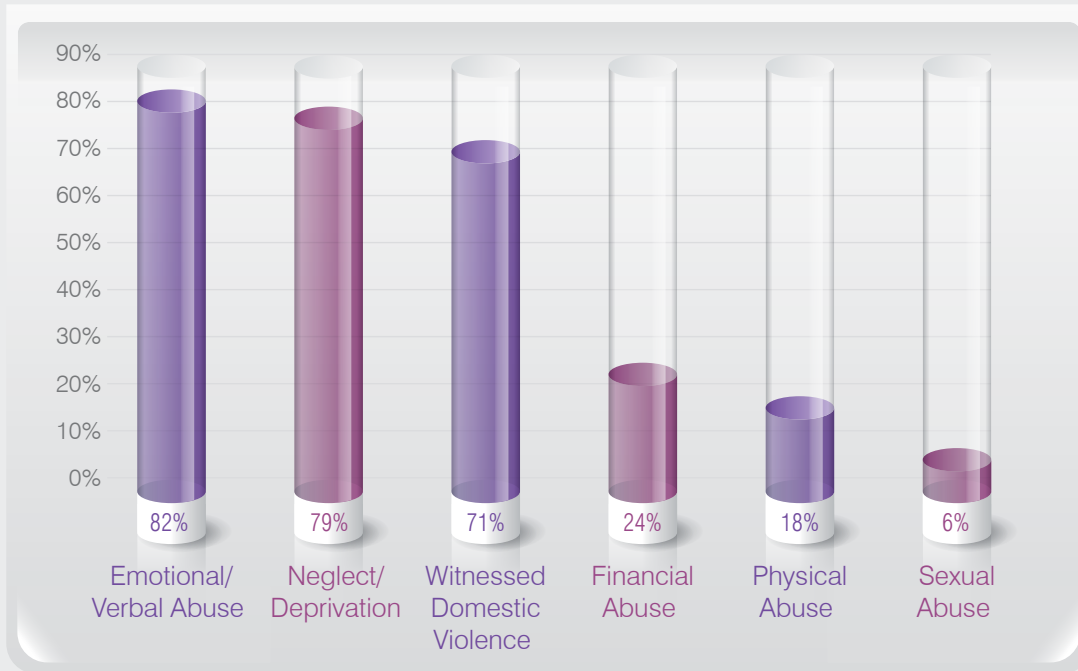
Types of Abuse

It is common that a child abuse victim exposed to more than one type of abuse; hence the difference. Emotional/verbal abuse 82%; neglect/deprivation 79%; witnessed domestic violence by 71%; financial abuse by 24%; physical abuse by 18% and sexual abuse by 6%.

Table 1.20: Types of Abuse experienced by Child Abuse Victims

Type of Abuse	# of Cases	%
Emotional/Verbal Abuse	28	82%
Neglect/Deprivation	27	79%
Witnessed Domestic Violence	24	71%
Financial Abuse	8	24%
Physical Abuse	6	18%
Sexual Abuse	2	6%

Figure 1.7: Types of Abuse Experienced by Child Abuse Victims



Duration of Stay at DFWAC

As can be seen below, 16 children were discharged by the end of 2016; eight cases stayed for less than one month (the recommended length of stay for emergency shelter services) while two cases stayed from 1-3 months, five cases from 3 – 6 months and one case for more than 6 months.

Table 1.21: Duration of Stay of Discharged Child Abuse Victims

Duration Stayed at DFWAC	# of Cases	%
< 30 days	8	50%
30-90 days	2	13%
91-180 days	5	31%
More than 181 days	1	6%
Total	16	100%

1.3 Victims of Human Trafficking

Characteristics of Human Trafficking Victims

Age & Gender

The ages of the victims ranged from 15 years to 36 years old. Victims of human trafficking were two children and four adults, and they all were female.

Table 1.22: Age category of Human Trafficking Victims

Age Category	# of Cases	%
Child (Under 18 years)	2	33%
Adult	4	67%
Total	6	100%

Nationality

All victims of human trafficking were from Asia: three cases were from Bangladesh, two were from Indonesia and one was from Pakistan. The table below shows the nationalities of the cases:

Table 1.23: Nationality of Human Trafficking Victims

Country	# of Cases	%
Bangladesh	3	50%
Indonesia	2	33%
Pakistan	1	17%
Total	6	100%

Education

When looking at the educational levels of victims, it was found that three of the victims had completed primary education and three cases had never attended school or received any kind of vocational training.

Table 1.24: Education Level of Human Trafficking Victims

Educational Level	# of Cases	%
No Education	3	50%
Primary School	3	50%
Total	6	100%

Marital Status

The table below shows the marital status of human trafficking victims; one was single; two were married and three were divorced.

Table 1.25: Marital Status of Human Trafficking Victims

Marital Status	# of Cases	%
Single	1	17%
Married	2	33%
Divorced	3	50%
Total	6	100%

Income during violence

In assessing the income levels of human trafficking cases during violence (the estimated amount of money they received on a monthly basis and as reported by the victims), four victims had not been paid at all by the traffickers and one victim was receiving from 1000 to 3000 Dhs per month and one victim was receiving irregular income.

Table 1.26: Monthly Income during violence

Monthly Income	# of Cases	%
Nothing	4	66.6%
Dhs 1000-3000	1	16.7%
Irregular income	1	16.7%
Total	6	100%

Referral Sites

All human trafficking victims were referred to DFWAC by Dubai Police.

Visa

Visa Type

The table below shows the types of visas held by victims of human trafficking; five cases held 'Work visa'; and one case held 'Tourist Visa'.

Table 1.27: Visa Type

Visa Type	# of Cases	%
Work Visa	5	83%
Tourist Visa	1	17%
Total	6	100%

Validity of Visa

With respect to validity of visas, one case had a valid visa, three cases had cancelled visas and two cases, however, did not know if their visas were valid.

Table 1.28: Validity of Visa

Validity of Visa	# of Cases	%
Valid	1	17%
Cancelled	3	50%
Doesn't know	2	33%
Total	6	100%

Human Trafficking Process

Place of Trafficking

Five cases were internally trafficked (it was planned to be trafficked inside UAE). One of the human trafficking victims was externally trafficked (it was planned to be trafficked outside UAE), in her homelands, and brought to UAE for the purpose of sexual exploitation.

Table 1.29: Place of Trafficking

Place of Trafficking	# of Cases	%
External	5	83%
Internal	1	17%
Total	6	100%

Type of Trafficking

All the victims were trafficked into sexual exploitation.

How they got trafficked

Four of the victims were promised to get a job as domestic workers or were assured some money earning activity except one case was promised to be married. One was forced to work in sexual exploitation.

Table 1.30: How they got trafficked

How they got trafficked	# of Cases	%
Promised to get job	4	66.6%
Promised to be married	1	16.7%
Sexual exploitation	1	16.7%
Total	6	100%

When the Victims Knew

Victims of human trafficking knew what was expected from them before the day of arrival (1 case); on the day of arrival (1 case), and after arrival (4 cases).

Table 1.31: When the victims knew about it

When the victims knew about it	# of Cases	%
Before arriving	1	16.6%
On the day of arrival	1	16.6%
After arriving	4	66.6%
Total	6	100%

How the Victim Knew about the Trafficking

When assessing the victims on how they knew what was required from them, it was found that they were informed about the topic directly except one case was beaten.

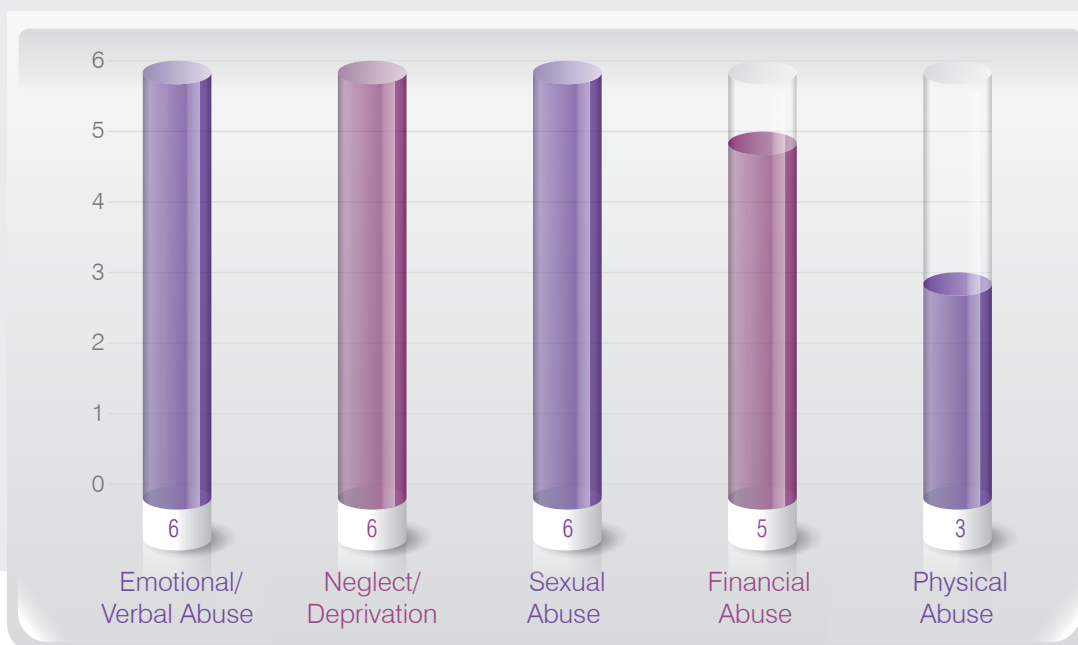
Types of Abuse

It is common for a human trafficking victim to be exposed to more than one type of abuse. All the cases experienced emotional/verbal abuse, neglect/deprivation and sexual abuse; five experienced financial abuse and three experienced physical abuse.

Table 1.32: Types of Abuse

Types of Abuse	# of Cases	%
Emotional/Verbal Abuse	6	100%
Neglect/Deprivation	6	100%
Sexual Abuse	6	100%
Financial Abuse	5	83%
Physical Abuse	3	50%

Figure 1.8: Types of Abuse experienced by Victims of Human Trafficking



The Perpetrators

Clients reported about the perpetrators who were responsible about trafficking: employers (2 cases), friends (2 cases) and stepfather (one case), whereas one case did not know who was behind the trafficking.

Table 1.33: The Perpetrates' Relationships to Human Trafficking Victims

Perpetrator	# of Cases	%
Employer	2	33%
Friend	2	33%
Step Father	1	17%
Unknown	1	17%
Total	6	100%

Sheltering Status

As can be seen in the table below, three of the victims did not have children, therefore categorized as 'Lady Alone', two cases were children without their mothers, therefore categorized as 'Child Alone' while one case was a mother of living children who did not accompany them in DFWAC, therefore categorized as 'Mother Alone', her children were living in her home country and did not accompany them to the UAE.

Table 1.34: Sheltering Status

Sheltering Status	# of Cases	%
Lady Alone	3	50%
Child Alone	2	33%
Mother Alone	1	17%
Total	6	100%

Duration of Stay at DFWAC

Three cases of human trafficking discharged during 2016; two of them stayed from 3-6 months and one case stayed for more than 6 months.

Table 1.35: Duration of Stay at DFWAC

Duration of Stay	# of Cases	%
91- 180 Days	2	67%
More than 181 Days	1	33%
Total	3	100%

How they left DFWAC

All of the discharged new cases were repatriated by Dubai Police and were sent back to their home countries. It should be noted that. All repatriated victims were sent to their homes after giving them a list of resources to contact in their countries whenever is needed. The foundation has also made direct contact with the National and International Organizations to follow up with the victims when they are back homes. DFWAC follows these procedures to ensure supportive organizations providing appropriate services to prevent the victims of being trafficked again.

As is coordination with the Dubai police in resettlement: provide resettlement services to some cases of human trafficking applying resettlement laws in host countries, and the laws of international organizations working in this area, as well as for special cases such as children under the age of eighteen and trafficked by their relatives, or who find difficulties to return home because of wars, disasters and lack of breadwinner for these children. The resettlement procedures will be done by communicating with the United Nations High Commissioner for refugees in the U.A.E.

Follow up

The 30-90-180 days Follow-up is conducted by the foundation after client departure from DFWAC. This provides the client with aftercare services by inquiring about the status of safety, housing/ basics, medical, children, work/education, address/phone and others.

The table below shows the number of follow up undertaken directly during 2016 over six months:

1.36: Number of Follow-up on 2016 Discharged Clients

Follow-up after discharge	Responded	Not Responded	Total
After 30 days	3	3	6
After 90 days	2	6	8
After 180 days	1	6	7
Total	6	15	21

Twenty-one follow-ups were conducted with victims of human trafficking in 2016 after sending them back to home country; three effective follow-ups were after 30 days of discharge; two effective follow-ups were after 90 days of discharge and one effective follow-up after 180 days of discharge. The remaining 15 follow-ups were ineffective for several reasons including: unused phone number, not picking-up the phone, no network coverage, or there were no connection with the client since she lives in a remote area, or the client traveled to another country.

1.4 Victims of Domestic Violence of New External Clients

Characteristics of External Domestic Violence Victims

Age

The average age of domestic violence victims was 33.8 years old with standard deviation ± 7.94 . The ages of those victims ranged from 18 to 85 years old.

Table 1.37: Age of External Victims of Domestic Violence

Mean (average)	33.8
Standard Deviation	± 7.94
Median	33 years
Minimum	18 years
Maximum	85 years

Gender

The majority of domestic violence clients were female, making up 96% of the total while male clients consist 4%.

Table 1.38: Gender of External Victims of Domestic Violence

Gender	# of Cases	%
Females	412	96%
Males	17	4%
Total	429	100%

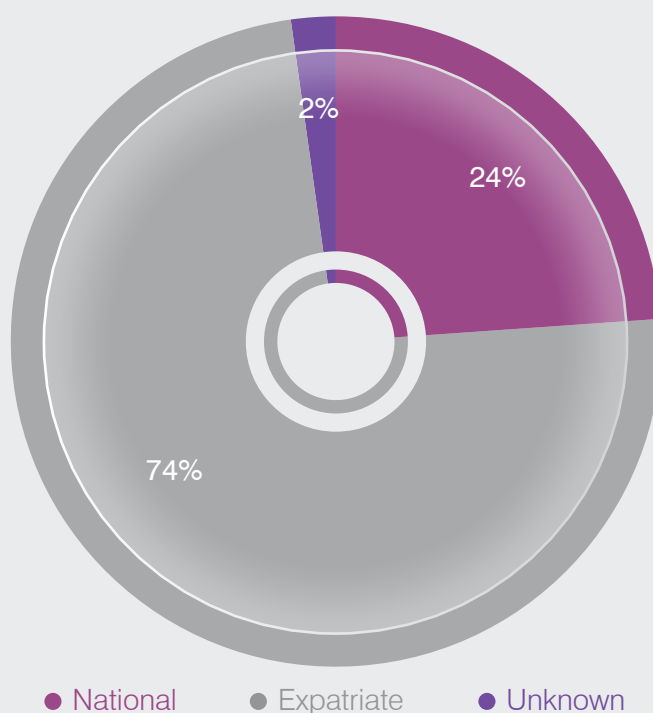
Nationality

Nationals accounting 24% and expatriates comprised 74% while 2% were categorized as "Unknown".

Table 1.39: Nationality of External Victims of Domestic Violence

Nationality	# of Cases	%
Nationals	102	24%
Expatriates	320	74%
Unknown	7	2%
Total	429	100%

Figure 1.9: Nationalities of Domestic Violence Victims

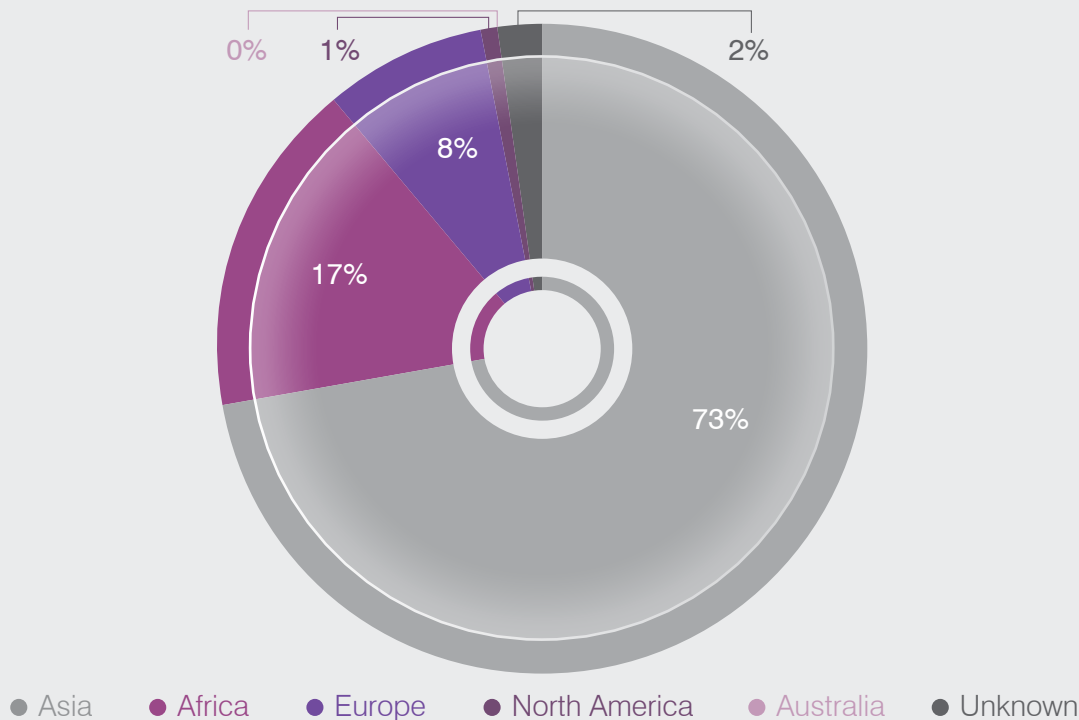


The Foundation served external clients other to different countries other than United Arab Emirates. The continent breakdown of domestic violence victims is illustrated below:

Table 1.40: Continent breakdown of External Victims of Domestic Violence

Continent	# of Cases	%
Asia	311	72.5%
Africa	74	17.2%
Europe	32	7.5%
North America	4	1%
Australia	1	0.2%
Unknown	7	1.6%
Total	429	100%

Figure 1.10: Regional breakdown of External Victims of Domestic Violence



Marital Status

In looking at the marital status of domestic violence clients, 77% were married; 11% were single; 8% were divorced; 3% cases were separated and two cases were widowed (1%).

Table 1.41: Marital Status of External Victims of Domestic Violence

Marital Status	# of Cases	%
Single	47	11%
Married	331	77%
Divorced	36	8%
Separated	13	3%
Widowed	2	1%
Total	429	100%

The Perpetrators

Is it was reported by cases that 79% were abused by a spouse; 5% by an ex-husband; 9% by a father; 3% by a mother, a brother and other relatives. The remainders of the cases, the abusers were an ex-wife, stepmother, sister, partner, daughter and employer.

Table 1.42: The Perpetrator of Domestic Violence Victims

Perpetrator	# of Cases	%
Spouse	338	79%
Ex-husband	23	5%
Ex-Wife	2	1%
Father	37	9%
Mother	11	3%
Step mother	1	0.2%
Brother	15	3%
Sister	3	1%
Other relatives	12	3%
Daughter	1	0.2%
Partner	1	0.2%
Employer	1	0.2%

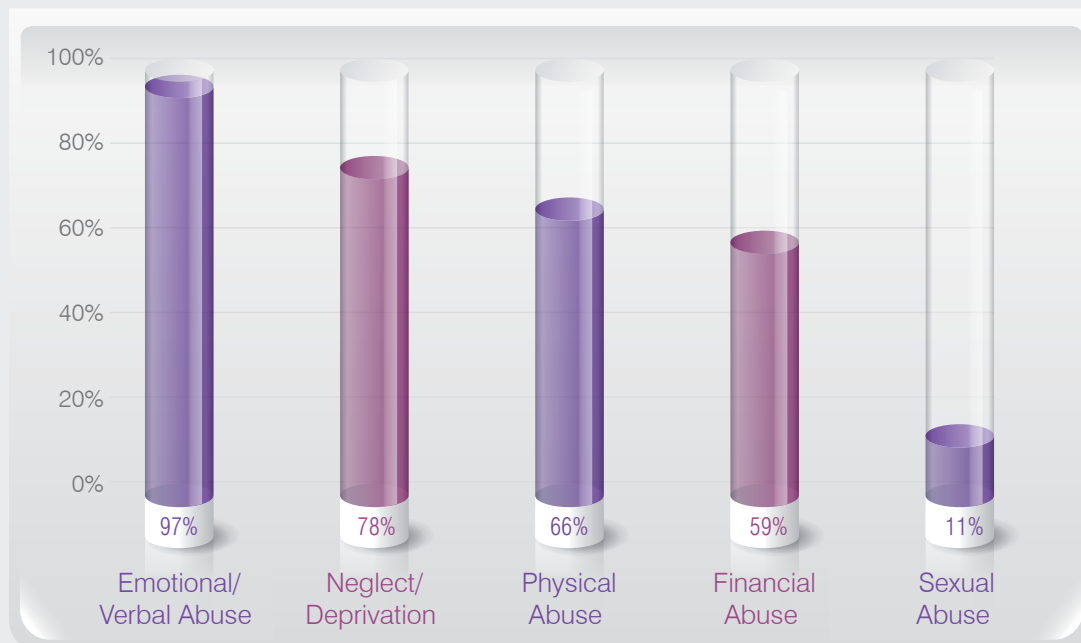
Types of Abuse

Assessment of external clients, for the kinds of abuse experienced, showed that 97% experienced emotional/verbal abuse; 78% neglect and deprivation; 66% physical abuse; 59% financial abuse and 11% sexual abuse. The percentages shown in the table below reflect the percentage of victims who experienced each kind of abuse. Most victims reported experiencing multiple forms of abuse, as indicated below.

Table 1.43: Types of Abuse experienced by External Victims of Domestic Violence

Type of Abuse	# of Cases	%
Emotional/Verbal Abuse	418	97%
Neglect/Deprivation	334	78%
Physical Abuse	283	66%
Financial Abuse	254	59%
Sexual Abuse	49	11%

Figure 1.11: Types of Abuse Experienced by Victims of Domestic Violence



Referral Sites

As shown in the table below, the majority of cases (90%) came to the foundation by “self-referral”; 6% cases were referred by friends and 3% by relatives. The remaining cases were referred by Dubai Police and schools.

Table 1.44: Referral Sites

Referral Site	# of Cases	%
Self-Referral	387	90.2%
Friend	25	5.8%
Relative	14	3.3%
Dubai Police	1	0.2%
School	2	0.5%
Total	429	100%

1.5 Victims of Child Abuse of External Clients

Characteristics of External Child Abuse Victims

Age

The average age for victims of child abuse was 11.7 years old with standard deviation ± 4.86 and ranged from 2 years to 17 years old.

Table 1.45: Age of External Victims of Child Abuse

Mean (average)	11.78 years
Standard Deviation	± 4.86
Median	13.5 years
Minimum	2 years
Maximum	17 years

Gender

Most of the child abuse victims (57%) were female and 43% cases were male.

Table 1.46: Gender of External Victims of Child Abuse

Gender	# of Cases	%
Female	16	57%
Male	12	43%
Total	28	100%

Nationality

As shown in Table below, 54% of the children were UAE Nationals, 39% were expatriates while 7% (2 cases) were categorized as "Unknown".

Table 1.47: Nationality of External Victims of Child Abuse

Nationality	# of Cases	%
Nationals	15	54%
Expatriate	11	39%
Unknown	2	7%
Total	28	100%

Most cases belonged to Asia; three cases to Africa; two cases to Europe, except two cases were categorized as “Unknown”.

Table 1.48: Regional breakdown of External Victims of Child Abuse

Nationality	# of Cases	%
Asia	21	75%
UAE	15	53.5%
Jordan	3	11%
Syria	2	7%
Iran	1	3.5%
Africa	3	11%
Sudan	1	3.5%
Somalia	1	3.5%
Egypt	1	3.5%
Europe	2	7%
United Kingdom	2	7%
Unknown	2	7%

The Perpetrators

It was reported by the cases that the relationship with abused people was by a fathers (19 cases); mothers (9 cases). The remaining cases were abused by a step mother; a relative; a brother or school pairs.

Table 1.49: Perpetrator’s Relationship to child Abuse Victims

Perpetrator	# of Cases	%
Father	19	68%
Mother	9	32%
Step Mother	1	4%
Other Relative	2	7%
Brother	1	4%
School pairs	1	4%

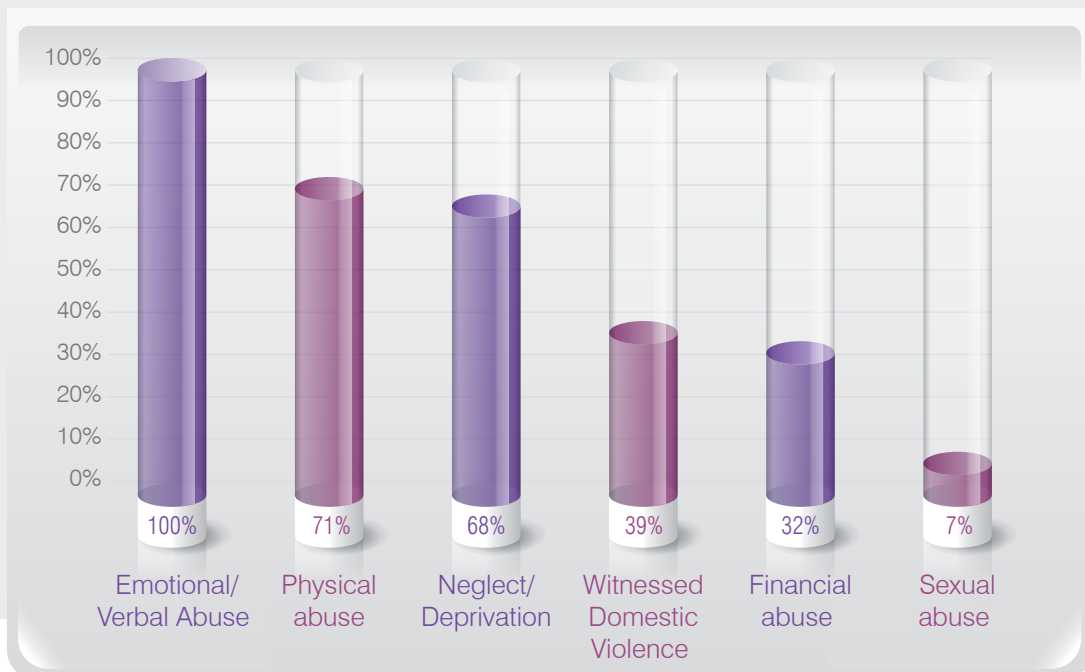
Types of Abuse

Assessment of external clients, for the kinds of abuse experienced, showed that all of the cases (100%) experienced emotional/verbal abuse; 71% physical abuse; 68% neglect and deprivation; 39% witnessed domestic violence; 32% financial abuse and 7% (2 cases) sexual abuse. Most victims reported experiencing multiple forms of abuse, as indicated below.

Table 1.50: Types of Abuse Experienced by External Victims of Child Abuse

Type of Abuse	# of Cases	%
Emotional/Verbal Abuse	28	100%
Physical Abuse	20	71%
Neglect/Deprivation	19	68%
Witnessed Domestic Violence	11	39%
Financial Abuse	9	32%
Sexual Abuse	2	7%

Figure 1.12: Types of Abuse Experienced by External Victims of Child Abuse



Referral Sites

As shown in the table below, the majority of the children (36%) were referred by relatives; 32% were referred as self-referral. The remaining cases were referred by schools; hospitals; neighbors or Dubai Police.

Table 1.51: Referral Sites

Referral Site	# of Cases	%
Relatives	10	36%
Self-Referral	9	32%
School	3	11%
Hospital	2	7%
Neighbor	2	7%
Dubai Police	2	7%
Total	28	100%

HELPLINE



2. Helpline

2.1 Helpline Services

DFWAC Call Center Services (800111) is a 24-hour call service open to the public that provides free, emergency response, referral and consultation to callers. Calls that are determined to need DFWAC services are referred to the Care & Rehabilitation Department for thorough screening and assessment. Where appropriate, the following services were provided: internal services, external services, consultation or referral.

Types of Caller

The Call Center received a total of **4539** calls during reporting period of January 01- December 31, 2016, and the calls were divided as following:

Table 2.1: Caller Types

Caller Types	# of Cases	%
Main Victims (Domestic Violence, Child Abuse, Human Trafficking)	802	17.7%
Other Clients	797	17.5%
General Public	1504	33.1%
Chronic Call Back	1411	31.1%
Volunteer/ Donation	25	0.6%
Total	4539	100%

Category of Clients

According to the classification of the types of clients it has been divided into two parts: the main victims, such as domestic violence, child abuse and human trafficking; the other cases, however, cases of humanitarian reasons, financial aid, general consulting, report abuse, suspect human trafficking and abuse against women.

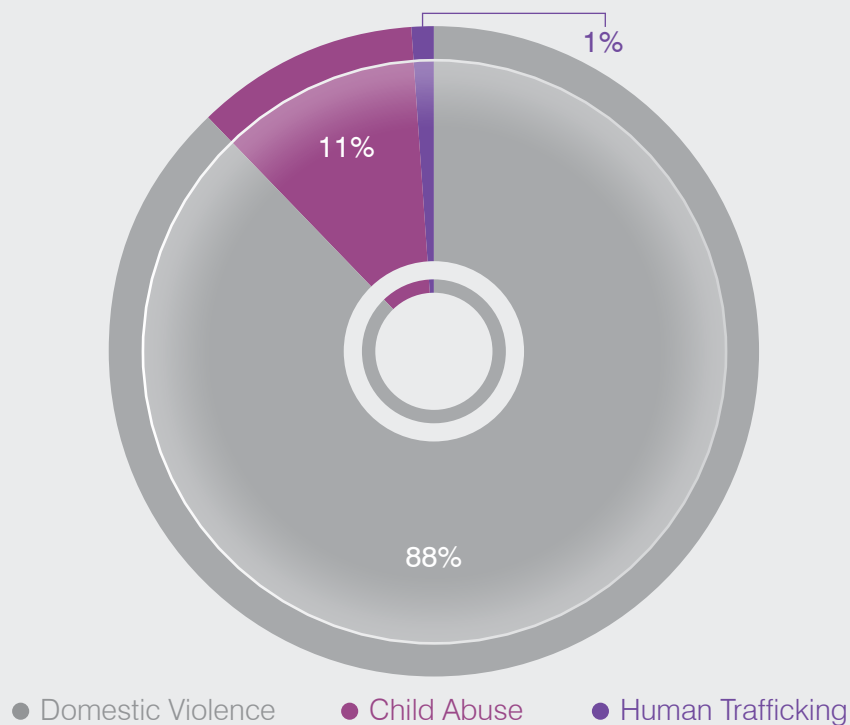
The Call Center statistics track 'Caller' information. Once a victim is identified for services, detailed victim information is recorded in the sections on Internal and External clients.

DFWAC received **802** victims, and mostly (88%) were victims of domestic violence, 11% child abuse, and six cases by 1% of human trafficking.

Table 2.2: Category of Violence

Category of Violence	# of Cases	%
Domestic Violence	708	88%
Child Abuse	88	11%
Human Trafficking	6	1%
Total	802	100%

Figure 2.1: Category of Violence



Level of Threat

The majority of calls (90%) requested services and they were not in immediate danger by, 8% were urgent but not in immediate danger and 2% were urgent.

Table 2.3: Level of Threat

Level of Threat	# of Cases	%
Immediate Danger	19	2%
Urgent (but not in immediate danger)	65	8%
Not in Immediate Danger (requesting services)	718	90%
Total	802	100%

Main Notes

The main notes for 2016:

Domestic violence

- ▶ Most cases of domestic violence are married.
- ▶ The husband is the main abuser in violence against woman and then followed by the father in second place.
- ▶ Most victims of domestic violence do not work and do not have a monthly income or any other financial payoff.
- ▶ Emotional and verbal abuse is the first among the types of abuse, followed by neglect and deprivation, physical abuse, financial abuse, and sexual abuse.

Child abuse

- ▶ Most of child abuse victims are female
- ▶ Fathers are the main abuser against the victims, followed by mothers in second place.
- ▶ Emotional and verbal abuse is the highest percentage among the types of abuse, while sexual abuse is the lowest percentage.

Human Trafficking

- ▶ Most victims of human trafficking are adult women.
- ▶ All are from Asia.
- ▶ Most of them carry work visas, had been trafficked within the country, and had been trafficked to sexual exploitation.
- ▶ They all experienced verbal/emotional abuse, neglect/deprivation and sexual abuse.

VICTIM SUPPORT SERVICES AND PROGRAMS



3. Victim Support Services and Programs

3.1 Direct Services to Victims

In line with DFWAC vision to establish a community free of violence and abuse and our mission to provide protection and prevention for women and children and increase community awareness to alleviate violence, DFWAC delivered many services targeting cases in 2016. The following table shows the types of services delivered to departing victims:

Table 3.1: Types of Services Delivered to Departing Victims 2016

Type of Service	# of Clients		Total
	Internal	External	
Social Services	71	723	794
Health Services	47	7	54
Psychological Services	24	182	206
Legal Services	13	125	138
Referral Services	15	329	344

Other Support Services

In addition to these basic services, DFWAC supports cases by offering them transport services and allowing them to make local and international phone calls. DFWAC also provides them with financial subsidy when they leave as stated in the table below (a 500-AED subsidy for each human trafficking victim when they leave). In addition to some in-kind support, DFWAC also pays for their travel tickets to help them go back to their homelands.

Table 3.2: Departure Subsidy

Subsidy	No. of cases
Travel tickets	5
Financial assistance	11
In-kind assistance	45

Programs and Activities

We provide educational, recreational and professional activities and empowerment programs to alleviate stress on cases. These activities and programs also aim at integrating victims in the society through various activities that are made regularly and periodically to educate and increase awareness of the society.

The foundation provides many courses for victims of violence, including courses in English and Arabic, cooking, sewing, handicrafts, small enterprise management and ICDL course, beauty course which include courses hairdressing and makeup expert in cooperation with several institutions so that they get certifications to get a job or starting their own business, so as to enable them to create small projects with guaranteed fixed income and ensure financial independence, which is one of the most important challenges for this category.

The table below shows the programs and activities offered in 2016:

Table 3.3: Programs and Activities

#	Programs and Activities	The provider of the activity	# of Sessions	# of Clients
1	Computer & Internet	DFWAC	5 days a week	60 clients weekly
2	Art activities	DFWAC/ External Ins	35	245
3	Beauty Services	External Ins	6	76
4	Empowerment Group	DFWAC	30	280
5	Support Group	DFWAC	43	345
6	Lectures (health lectures, educational lectures, beauty...)	DFWAC/ External Ins	25	300
7	Recreational activities	DFWAC/ External Ins	39	440
8	Zumba	Volunteer	17	76
9	Karate	Dubai karate Centre	34	170
10	Islamic lectures	Princess Haya Center/ Dar Alber/ Dubai Women's Association	21	140
11	Kids Activities	DFWAC/ External Ins/ Volunteers	70	400
12	Trips	External Ins	32	600

Table 3.3: Programs and Activities

#	Programs and Activities	The provider of the activity	# of Sessions	# of Clients
13	Special Occasions	DFWAC/ External Ins	13	455
14	English language course	Eton Institute	14	8
15	Arabic language course	Eton Institute	14	8
16	Sewing course	Dubai International Art Center	5	4
17	Fundamentals of cuisine program	School of Culinary And Finishing Arts	12	4
18	Financial education	Standard Chartered	4	18
19	Secretarial course	Oscar Cultural Institution	9	6
20	How to start my small business	Dubai SME	3	11
21	Beauty for a better life	L'Oréal Company	4 days a week for 4 months	7

3.2 Educating and Increasing Awareness of Society

DFWAC coordinates and implements community awareness-raising campaigns about domestic violence, child abuse and human trafficking (illegal immigration). Through this division, DFWAC diligently builds mutual relationships based on dialogue, teamwork and community awareness, such as:

The seventh annual campaign to reduce violence against children with the participation of local celebrities

DFWAC launched its seventh annual campaign to reduce violence against children under the title "my childhood.. So keep it safe," throughout the month of April, in cooperation with all of the Dubai courts, Interior Ministry Center for child protection, Majid Al Futtaim Group, Inc....etc.

"Be my voice" to highlight the issues of violence

DFWAC launched a campaign "be my voice" to encourage the community in general and the different media and influencers in social media, in particular to embrace issues of women and children victims of violence and highlight the size of their suffering, and awareness of how to address and prevent violence in society. Hundreds of media groups participated, along with a number of departmental managers and administrators in the foundation.

“The Orange campaign” to raise awareness of violence against women

DFWAC launched the “The Orange Campaign”, for the first time in the UAE, to raise awareness of violence against women under the slogan “Break the silence to reduce Violence” in conjunction with the conclusion of the global campaign to end violence against women and by the United Nations over 16 days starting on November 25, 2016.

The community awareness programs also include lectures and workshops in schools, universities, institutions:



Anti-Bullying Program

The Dubai Foundation for women and children started the second phase of its program to address violence in schools through organizing a number of awareness workshops in more than 15 Government and private schools in Dubai, benefiting hundreds of male and female students in high schools.

The second phase was implemented under the auspices of Alwaleed for humanity and in cooperation with the Ministry of education and KHDA in Dubai, after the completion of the first stage which included 30 instructors for implementation in other schools.

DFWAC implemented the second phase of anti-bullying program, targeting 22 workshops in 9 different schools, benefiting over 500 students, in addition to organizing 5 training workshops for teachers and two workshops for parents in those schools.

“Ambassadors of hope” a new initiative to raise awareness of violence issues through university students

DFWAC launched “ambassadors of hope” to take advantage of the capabilities and undergraduate students to raise awareness about the issues of violence against women and children, through training and support their projects and proposals in this area, including support and stability of society.

New initiative organized training workshops for male and female students in UAE University in Al Ain, Dubai technical college for female students of higher colleges in Dubai, to be trained on issues of violence and abuse, and receive suggestions for programs and activities.

Table 3.4: Number of Workshops

#	Target Group	# of workshops and lectures
1	Schools and Universities students	32
2	Social workers	2
3	Parents	4
4	Staff in institutions	3
	Total	41

The following is the number of specialized events and workshops conducted by the foundation:

Table 3.5: Number of specialized events and workshops

#	Type of events	No of the events
1	Main events of the foundation	10
2	Social Media Events	30
3	Specialized workshops for Social Workers	1
	Total	41

Media awareness through audio, visual, and print media

DFWAC aims to develop marketing strategies in order to spread awareness of the Foundation and its role in providing social services, establishes relations with media representatives aiming to enhance media campaigns and to spread awareness of the foundation & its services, cooperate with specialists in the media field to prepare a media and advertising program showcasing the role of the Foundation in developing awareness programs along with inviting media professionals to attend events organized by the Foundation, coordinating the publishing of guidance and awareness publications used in awareness programs. It also uses various media platforms and social communication to promote the role of the foundation in implementing the UAE's strategy in reducing violence against women and children as illustrated below:

► Monitoring Reports

Table 3.6: Reports through audio, visual, and print media

Monitoring Reports	Domestic Violence	Child Abuse	Human Trafficking	Total
Newspapers	771	352	61	1184
Magazine	21	11	1	33
Radio	25	6	3	34
Television	8	3	1	12
Total	825	372	66	1263

► Monitoring Social Media Reports

Table 3.7: Social Media Reports

Social Report	Tweeters	Facebook	Instagram
Following	26100	19000	2950
Followers	575	20	195
Twitters	6801	6801	1765

► Radio Scripts

DFWAC ran **1,304** radio scripts about domestic violence which played five times daily for five days for one year. Such radio scripts targeted the whole public through one of the widely heard local radio station.

3.3 Building Cooperation and Partnership Relations

Building strong partnerships is one of the most important basic elements to provide comprehensively excellent care services to cases in DFWAC or to realize the general objectives of DFWAC. Based on this notion, DFWAC builds communication and cooperation channels with many partners on the local, regional and international levels to identify the best practices and make use of their expertise in protecting and caring for victims of all types of violence. These partnerships also contribute to providing inclusive services and integrated assistance to its customers of women and children. These services are either related to providing protection and prevention to victims or increasing awareness in the community.

Since its establishment, DFWAC has been working hard to establish strong and continuous partnership and cooperation relationships with the following parties:

Partnership Agreements Signed during 2016

The Foundation has worked to establish 10 local agreements, three international agreements and one regional agreement by 2016, as shown in the table below:

Signed Agreements during 2016

The foundation signed eight local agreements, 7 international, and one regional agreement during 2016, the below table will show the details of these agreements:

Table 3.8: Partnership Agreements Signed during 2016

No.	Partner Name	Signing Date	Areas of Collaboration	Geographic Area
1	Zayed University	21 Dec	• Zayed University shall provide an office space to the DFWAC in its Dubai campus, where DFWAC shall provide free of charge services (consultation and awareness/outreach campaigns to the female students and ZU Staff. • DFWAC shall offer training sessions and specialized tailored workshops to ZU staff related to family violence, women and children abuse and connected working applicable mechanisms, as well pertinent laws. • Set collaborative frame for research and studies/projects • Zayed University shall refer to DFWAC student cases falling under its competency. • Zayed University shall support DFWAC Program "Ambassadors of Hope", which aims to involve ZU male and female students to promote the mission of DFWAC A society free of violence through innovative activities.	Local
2	Emirates Association for Lawyers and Legal	29 Feb 2016	• Both parties shall exchange their joint expertise and shall respectively invite each other to the internal training and specialized workshops they hold, or conferences and events they organize, and which aim to build up and raise employee capabilities.	Local

Table 3.8: Partnership Agreements Signed during 2016

No.	Partner Name	Signing Date	Areas of Collaboration	Geographic Area
3	Dubai Customs	23 May 2016	- Both parties shall collaborate to provide joint activities and programs related to women and children protection against violence. - DFWAC shall provide a female social worker to offer required consultation to Dubai Customs employees.	Local
4	Dubai Media Incorporated	17 April 2016	Production for DFWAC program on the radio "Qurat a'aion"	Local
5	Al Noor Training Centre for Persons with Disabilities	30 Oct 2016	- Both parties shall collaborate to provide joint activities and programs related to women and children protection against violence. - Case transfer. - Collaboration in fundraising events.	Local
6	The Office of the United Nations High Commissioner for Refugees	22 Feb 2016	- Both Parties shall cooperate and coordinate to develop appropriate mechanisms to refer to UNHCR persons at risk of or victims of trafficking and violence who fall under the mandate of DFWAC (including both genders and including children), and who may have international protection needs, in order for UNHCR to conduct refugee status determination, and seek durable solutions for those who have been recognized as refugees by UNHCR. - DFWAC shall refer to UNHCR individual cases of persons at risk of or victims of trafficking or violence who fall under the mandate of DFWAC, and who may have international protection needs.	International

Table 3.8: Partnership Agreements Signed during 2016

No.	Partner Name	Signing Date	Areas of Collaboration	Geographic Area
			• UNHCR shall assist in the training and capacity building of DFWAC's staff to develop their capacity to identify persons that might be in need of international protection. • Both Parties shall work collaboratively to implement any projects or programs they deem necessary for the purpose of supporting and developing rehabilitation programs provided by DFWAC to persons at risk of or victims of human trafficking who come within UNHCR's areas of responsibility.	
7	L'Oréal	1st Aug 2016	• DFWAC in collaboration with LOREAL will organize a training program under the name "Beauty for a Better Life"	International
8	J5 Hotels	26 April 2016	• DFWAC will be the exclusive recipient of the funds generated by J5 through events and promotions as herein specified. • Provide DFWAC clients with job opportunities in the J5 Hotels, applicable to the ones who pass the interview. • Support to place TWO (2) clothes recycling bins in back of house of the hotel and in the hotel's staff accommodations. DFWAC is in charge of clearing the bins. • Support DFWAC through raising funds generated from room sales. This agreement will be subject to the hotel Board of Directors approval. • Sponsor two major event of for FIRST PARTY with one coffee break each for 50 persons.	Local

Table 3.8: Partnership Agreements Signed during 2016

No.	Partner Name	Signing Date	Areas of Collaboration	Geographic Area
			• Provide a special discount on catering services that FIRST PARTY will need for their in-house events. • Provide 1 or 2 bedroom accommodation for free to support DFWAC clients (people in need), inclusive of 3 meals, and other hotel services. The maximum length of stay will be 3 nights per stay per person.	
9	Hilton Garden Inn Hotel (Mall of the Emirates)	18 Oct 2016	• Creating Employment Opportunities for DFWAC clients. • Arrange and execute a 'Waffle Entertainment' event for DFWAC clients. • Fun Day for Children in DFWAC. • Provide Meeting Space Arrangement for DFWAC events.	International
10	Geneva Center For Human Rights Advancement And Global Dialogue	Jan 2016	• Both parties shall collaborate to provide joint activities and programs related to women and children protection against violence. • Both Parties shall work collaboratively to implement any projects or programs they deem necessary for the purpose of supporting and developing social programs. • Geneva Center for Human Rights Advancement and Global Dialogue shall offer training to DFWAC staff related to human rights.	International
11	Face Forward	31st May	• DFWAC will refer potential patients in need of possible surgical care to Face Forward for free consultation and treatment.	International

Table 3.8: Partnership Agreements Signed during 2016

No.	Partner Name	Signing Date	Areas of Collaboration	Geographic Area
12	NAPCO Consumer Products Company	1st Feb 2016	Raising funds through Cause-Related Marketing Campaign.	MENA
13	Al Abbar Designs	1st Feb 2016	Raising funds through Cause-Related Marketing Campaign.	Local
14	Benefit Cosmetics	May 2016	Raising funds through Cause-Related Marketing Campaign.	International
15	Straight Street Media – (WOW Film Fair)	14th Feb 2016	Raising funds through tickets selling during the World of Women Film Fair Middle East.	International
16	The Nail Spa (ENSPA Limited)	June 2016	Fundraising through donations during the month of Ramadan.	Local

Renewed Partnership Agreements during 2016

The Foundation has worked to renew four local agreements by 2016, as shown in the table below:

Table 3.9: Renewed Partnership Agreements during 2016

No.	Partner Name	Date of Signing	Purpose of Partnership	Geographic Area
1	Bin Suwaidan Legal Advocates Consultants	14 February 2013	- Provide legal services and advice for DFWAC and its clients. - Provide DFWAC consultancy services in terms of agreements and contracts review.	Local
2	Dubai Karate Center	Sep 2014	Provide free karate lessons to clients residing at DFWAC shelter.	Local
3	Awqaf and Minors Affairs Foundation	May 2015	- Community awareness programs and training provision to the staff members in AMAF Family Village. - Provide financial support to DFWAC for meeting clients' needs.	Local

Table 3.9: Renewed Partnership Agreements during 2016

No.	Partner Name	Date of Signing	Purpose of Partnership	Geographic Area
4	Dubai Courts	17 March 2016	• Exchange the necessary information and database required with regards to clients cases between both parties. • Coordinate between both parties with regards to case transfers to DFWAC and facilitate clients cases in Dubai Courts. • Share and Exchange studies and statistics related to different cases which will enable both parties to tailor community awareness programs. • Collaborate in organizing joint capacity building workshops and forums. • Dubai Courts shall provide an office space to DFWAC in its building where DFWAC shall provide free of charge services (consultation) to Dubai Courts clients.	Local

On-Going Partnership Agreements (Signed before 2016)

The Foundation has worked to establish strong relations of partnership and cooperation and continuous before 2016 with the following:

Table 3.10: On-Going Partnership Agreements (Signed before 2016)

No.	Partner Name	Date of Signing	Purpose of Partnership	Geographic Area
1	Rudha Al Attar Advocates & Legal Consultants	12 February 2015	• Provide legal services and advice for DFWAC and its clients. • Provide DFWAC consultancy services in terms of agreements and contracts review.	Local
2	General Directorate of Residency & Foreigners Affairs	March 2015	Collaboration in various areas such as: • Coordinate and facilitate all services required for women and children sheltered in DFWAC. • Share and exchange knowledge and experience by both entities to enhance and nurture each party's performance. • Collaborate in joint events and activities and suggest new initiatives within the areas of interest. • Provide consultancy and advice within the areas of expertise between both entities. • Collaborate in promoting community awareness programs, with more emphasis on trafficked persons. • Collaborate in conducting research and studies within the common areas between both parties.	Local
3	International Organization for Migration (IOM)	April 2015	Collaboration in various areas such as: • Community awareness programs. • The coordination with DFWAC is re-settling its clients outside the UAE.	International

Table 3.10: On-Going Partnership Agreements (Signed before 2016)

No.	Partner Name	Date of Signing	Purpose of Partnership	Geographic Area
4	Joint Service Initiative Agreement	July 2015	A joint initiative between DFWAC, Dubai Courts, Department of Economic Development and Community Development Authority.	Local
5	Supreme Council for Family Affairs – Government of Sharjah	July 2015	Collaborate in promoting and executing The Family Safety campaign.	Local
6	HSBC Middle East Bank Limited	2 Sep 2015	Provide DFWAC with an annual grant for three years to support the development of the New Children's Accommodation.	Local/ International
7	Awqaf and Minors Affairs Foundation	March 2015	- Outsourcing consulting and training center in DFWSC for an integrated training program for rehabilitating and training of mothers' village family. - Awqaf and minors Affairs supports DFWAC as needed within the possibilities of Awqaf and minors Affairs. - Awqaf and minors Affairs supports DFWAC in building land which will be allocated by the Government to build a headquarters for DFWAC. - Dissemination of knowledge in defining "Waqf" and its areas of child protection, care and rehabilitation. - DFWAC supports Awqaf and minors Affairs to receive cases (minors, interdicted) social and psychological care and other related to the preparation of an integrated training program for them.	Local
8	Al Waleed Philanthropies	9 Sep 2015	Sponsorship of DFWAC's three years Anti-Bullying campaign.	Regional

Table 3.10: On-Going Partnership Agreements (Signed before 2016)

No.	Partner Name	Date of Signing	Purpose of Partnership	Geographic Area
9	Government of Sharjah – Social Services Department	13 Sep 2015	• Collaboration in several areas, especially in the joint-system (E-Link) initiative.	Local
10	SOS Children's Villages International (GAO)	7 Dec 2015	Collaboration in various areas such as: • Community awareness programs and campaigns. • Capacity Building programs between both parties.	International
11	Dubai Police (Monitoring human trafficking crimes Center and Anti-Organized Crime Department)	23 Nov 2009	• Share and Exchange information and studies with regards to human trafficking crimes. • Collaborate in providing technical advice with issues related to Human Trafficking. • Collaborate in organizing joint capacity building workshops and forums in the area of Human Trafficking.	Local
12	Dubai Courts	2009	• Exchange the necessary information and database required with regards to clients cases between both parties. • Coordinate between both parties with regards to case transfers to DFWAC and facilitate clients cases in Dubai Courts. • Share and Exchange studies and statistics related to different cases which will enable both parties to tailor community awareness programs. • Collaborate in organizing joint capacity building workshops and forums.	Local
13	Juvenile Association	4 Dec 2012	• Achieve Dubai Government vision in providing support to target groups that both parties are supporting. • Collaborate in conducting research and studies within the common areas between both parties.	Local

Table 3.10: On-Going Partnership Agreements (Signed before 2016)

No.	Partner Name	Date of Signing	Purpose of Partnership	Geographic Area
14	Ministry of Human Resources & Emiratization	25 Dec 2014	Collaboration in various areas such as: • Community awareness programs. • Case transfers to DFWAC especially trafficking cases. • Organize a series of lectures and community awareness programs for people who are potential victims of human trafficking. • Share and Exchange studies and statistics related to different cases which will enable both parties to tailor community awareness programs. • Collaboration between both parties in supporting victims to secure decent jobs in the market. • Organize joint capacity building workshops for professionals working in the area of combating human trafficking.	Local
15	Emirates Human Rights Association	24 Feb 2013	Collaboration is several areas such as: • Promote the understanding of Human Rights Principles across the regions through running several awareness campaigns and workshops. • Share and exchange knowledge and experience by both entities to enhance and nurture each party's performance. • Case transfers to DFWAC especially abused cases.	Local
16	Watani Al Emarat Foundation	26 Dec 2013	• Collaborate in DFWAC's events in various areas. • Share and exchange knowledge and experience by both entities to enhance and nurture each party's performance. • Organize customized workshops for DFWAC with regards to national citizenship, and provide the necessary materials and literature.	Local

3.4 Training and Qualification

DFWAC trains and develops its staff members to improve their knowledge, expertise and skills on the one hand and to develop its services, programs and systems on the other hand. DFWAC was so keen to participate in many forums, seminars, conferences and workshops organized by competent bodies on the national and international levels.

The following table demonstrates the courses, seminars, conferences and workshops organized by competent bodies on the national and international levels. DFWAC participated in these events through its calibers whether through participation or presenting papers.

Table 3.11: Number of Participations at National & International Levels

Type of Participation	National	International
Meeting Place	16	3
Symposium	5	-
Meeting	-	8
Forums	10	2
Attending training courses	23	-
Conference	26	5
training workshops	167	1
Lectures	174	-
Presenting papers	1	2
Visit	-	-
Summit	2	-
WSOP	4	-
Diploma	3	-
A session	2	-
Total	433	21

3.5 Programs & Research

Since its establishment, DFWAC was keen to develop a correct database according a scientific approach. DFWAC also depends on credibility in disseminating knowledge and exchanging information and expertise; and updates programs and policies to provide protection and prevention against all forms of violence. The following list includes the most important achievements by DFWAC in 2016:

Quarter & Annual Reports

- ▶ Preparing and publishing periodical reports about DFWAC and its services and programs on different mass media and social media. This activity aims at communicating DFWAC's mission and vision to all members of the society and providing all bodies concerned with correct figures and data as an index that can measure how far violence cases are spread. DFWAC also increases awareness about treatment programs to face such problems. These reports include detailed statistics about victims and their demographics (sex, age, nationality, social status, profession, educational level and income level); types and perpetrators of violence; sources of referral to and from DFWAC; in addition to analytical data about each category and the full range of direct and indirect services provided by DFWAC to those victims.

Human Trafficking Programs

- ▶ Broadcasting human trafficking messages approved by the National Committee to Combat Human Trafficking through Al Arabia FM in Arabic, Dubai 92 FM in English. The messages are broadcasted twice a day during the week from Sunday to Thursday.
- ▶ In collaboration with General Directorate of Residency and Foreigners Affairs-Dubai, DFWAC implemented awareness lectures for Domestic workers through 53 Labor Supply Offices.
- ▶ Distributed 33,100 awareness brochures in various languages for domestic workers through Labor Supply Offices in Dubai and origin countries.
- ▶ Distributed awareness brochures to all victims human trafficking in DFWAC shelter through an implementation plan in collaboration between the care and rehabilitation department and programs and research department.

Policy addressing violence against women in Dubai

DFWAC organized specialized groups meeting to develop a policy addressing violence against women in Dubai, with the participation of about 50 participants from specialists in the legal, medical, psychological, social and economic areas, from different disciplines relating directly or indirectly to the subject.



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ACHIEVEMENTS



4. Achievements

ISO Certificates

ISO 9001 certification is suitable for all sizes and types of organizations and is well established around the world as an invaluable Quality Management System standard. It is suitable for organizations in all industry sectors and will help your organization to improve management processes to complete locally and or/globally.

Implementing ISO **9001:2015 (Quality Management System)** In DFWAC helped to clearly state our objectives and identify new opportunities. Applying this standard ensured that DFWAC met Customer needs and expectations. The standard aligned all DFWAC processes, which helped to increase productivity and efficiency of our services.

DFWAC applied also ISO **10002:2014 and ISO 10004:2012 (Quality Management- Customer Satisfaction and Complaints)** which helped our organization to obtain, monitor and measure our customer satisfaction. Moreover, it helped to identify opportunities for improvement of the organization's strategies, processes and characteristics that are valued by customers, and serve the organization's objectives. Such improvements helped strengthen our customer confidence.

DFWAC applied **OHSAS 18001:2007 (Occupational Health and Safety management system)**, by controlling their OH and Safety risks, consistent with their policy and objectives. It helped our organization to provide structured role and responsibilities related to health and safety management system, lessen the level of incident in organization related to employees in work, and reduce cost and liabilities related to business performance.

DFWAC applied also, **ISO 31000: 2009 (Risk Management system)**, which helped organization to manage all kind of risks related to (strategies, operational, financial, social and others) over organization that helped to produce high quality services to stakeholders.

DFWAC also implemented **ISO 14001:2015 (Environmental Management System)**, which helped our organization to improve our environmental, sustainability and operational performance. It also helped to save money, reduce our waste and preserve our natural resources.

SUMMARY STATISTICS



5. Summary Statistics

Internal Clients

Table 5.1: Summary Statistics on Internal Clients 2016

Variable	Domestic Violence	Child Abuse	Trafficking
Number of Clients	26	34	6
Nationality			
National	6	9	-
Expatriate	20	16	6
Unknown	-	9	-
Age			
Min	18	One day	15
Max	50	16 y	36
Gender			
Female	26	20	6
Male	-	14	-
Duration of stay**			
>30 days	9	8	-
30-90 days	5	2	-
91-180 days	2	5	2
>181 days	1	1	1
Type of Abuse			
Physical abuse	19	6	3
Emotional /Verbal	26	28	6
Sexual abuse	6	2	6
Neglect/deprivation	24	27	6
Financial Abuse	17	8	5
Witnessed Domestic Violence	-	24	-

External Clients

Table 5.2: Summary Statistics on External Clients 2016

Variable	Domestic Violence	Child Abuse
Number of Clients	429	28
Nationality		
National	102	15
Expatriate	320	11
Unknown	7	2
Age Category		
Max	18 y	2 y
Min	85 y	17 y
Gender		
Female	412	16
Male	17	12
Type of Abuse		
Physical abuse	283	20
Emotional /Verbal	418	28
Sexual abuse	49	2
Neglect/deprivation	334	19
Financial Abuse	254	9
Witnessed Domestic Violence	-	11



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OPERATIONAL DEFINITIONS



Operational Definitions

New Internal Clients

Clients who entered and received in-house shelter and support services at the Foundation during specified reporting (January 01- December 31, 2016).

Existing Internal Clients: clients who entered the Foundation prior to the specified reporting but continue to receive shelter and support services during the reporting period (January 01- December 31, 2016).

New External Clients

Clients who received all the support services at the Foundation without shelter during the specified reporting period (January 01- December 31, 2016).

Existing External Clients

Clients who received all the support services at the Foundation without shelter prior to the specified reporting but continue to receive support services during the reporting period (January 01- December 31, 2016).

Reporting Period: the time period the information in the report is covering (January 01- December 31, 2016).

Domestic Violence

This category refers to any woman exposed to (physical, emotional, sexual, and or financial abuse) that was committed by member/s within the same household or by a partner even if the violence occurred outside the household.

Therefore, the victim would be:

- ▶ A wife violated by her spouse (even if she was less than 18 years old).
- ▶ A woman over 18 years experienced violence by family member/s within the same household.
- ▶ A maid exposed to any sort of violence from one or more members of the employing family.
- ▶ A man exposed to any sort of violence from one or more members of the family members as in external clients and the purpose of providing services to men is to have a family stability and strengthen family bonds.
- ▶ The elderly in the family when they are exposed to any kind of abuse and neglect.

Child Abuse

Child Abuse refers to violence (physical, emotional, sexual, and/or neglect and deprivation) experienced by a child inside or outside the household (i.e. in any setting). At the time the violence occurred, the victim is less than 18 years old and experienced abuse/violence other than trafficking. For the purpose of categorization, children who were abused as victims of trafficking would be categorized as trafficked cases.

Therefore, a victim of child abuse would be:

- ▶ A child < 18 years who experienced violence within the household (from other family member/s).
- ▶ A child < 18 years who experienced violence in any setting and by anyone (excluding trafficked children).

Human Trafficking

1. Whoever commits any of the following shall be deemed a perpetrator of a human trafficking crime:
 - A. Selling persons, offering persons for selling or buying, or promising the same.
 - B. Soliciting persons employing, recruiting, transferring, deporting, harboring, receiving or sending the same whether within the country or across the national borders thereof, by means of threat or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or position, taking advantage of the vulnerability of the person for the purpose of exploitation.
 - C. Giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation of the latter.
2. The following shall be deemed human trafficking, even if the same does not incorporate the use of any of the means provided in the previous Paragraph:
 - A. Recruiting a child, transferring, deporting, harboring or receiving the same for the purpose of exploitation.
 - B. Selling a child, offering the same for selling or buying.
3. Under this Article, exploitation includes all forms of sexual exploitation, engaging others in prostitution, servitude, forced labor, organ-trafficking, coerced service, enslavement, mendicancy, and quasi-slavery practices.

(Federal Law No. (51) of 2006 on Combating Human Trafficking Crimes As amended under Federal Law No. (1) of 2015).

Others

This category “Other” is for clients received by DFWAC for different reasons while they were not in the main categories: (Domestic Violence, Child Abuse, and Human Trafficking), such as:

1. Clients experienced violence or might experience violence such as: witnessed human trafficking, abuse against woman and suspected human trafficking.
2. Clients didn’t experience violence but need services from DFWAC such as: humanitarian reasons, financial aid, consultations, report abuse and attendant.

1. Clients experienced violence or might experience violence

Witness Human Trafficking

The case being referred to the foundation by the security agencies to provide safe shelter to her assuming she saw or heard or experienced occurrence of the facts of human trafficking, and thus ask her testimony to prove these facts.

Abuse against woman

Women who have been subjected to any form of abuse outside the family

Suspected Human Trafficking

It is the person within the high-risk groups and is suspected to be the victim of human trafficking. The victim may personally ask for help from the foundation, or converted from one of the parties or individuals within or outside the country. The classification as a victim of human trafficking will be by the competent authorities (police, prosecution, court).

2. Clients didn't experience violence but need services from DFWAC

Humanitarian Reason

DFWAC provides services for humanitarian reasons to support her in stabilization of the situation and to protect her from all forms of violence, such as the (emergency reasons, finding temporary house...etc.).

Financial aid

DFWAC provides it to some cases which have economic deficit, to support them and stabilize their situation, and protect them and their families against all forms of violence.

Consultation

Cases seek for general or family advice as dealing with behavior of children and marital situations to prevent falling into violence.

Report abuse

Cases reported the occurrence of abuse against children or likelihood of abuse without having to be a part and ask advice on how to behave.

Attendant

Cases that have been housed with the victim, such as children accompanying their mothers and did not subjected to violence or they were not aware of it because of their young age or accompanying adult in some special circumstances.

Types of Abuse

- ▶ **Physical Abuse:** The inflicting of physical injury upon a person. This may include, burning, hitting, punching, shaking, kicking, beating, or otherwise harming a person.
- ▶ **Sexual Abuse:** Using unwelcome words or acts and gestures of a direct and indirect sexual nature that violates the hearing or sight or body and violates the privacy of the individual, and hurts his feelings by making him feel threatened or discomfort, fear or humiliation.
- ▶ **Emotional Abuse:** any form of negative deal of verbal or non-verbal communication that leaves deep psychological effects on the victim, including: swearing and yelling, threats, humiliation and ridicule and blame.
- ▶ **Neglect:** The failure to provide for the person's basic needs. Neglect can be physical, educational, or emotional.

- ▶ Financial Abuse: is to capture or deprivation of rights to achieve financial self-interests of an abusive and controlling the victim, such as: the denial of alimony, and control in the wife's money (salary, funds from other sources). This type of exploitation can be committed by someone you know or a complete stranger.

Nationality: This refers to victims' nationality, National or expatriate.

- ▶ National: belonging to or maintained by UAE federal government.
- ▶ Expatriate: a person who holds nationality (passport) other than the UAE.

Country: refers to the country from which the victim holds nationality (passport).

Education: This refers to the educational level of the victim while entering DFWAC.

- ▶ None: no education at all
- ▶ KG (Kindergarten): educational system for children below the age of six -year-old (pre-school).
- ▶ Primary School: the educational system, which usually includes the first six grades of Education.
- ▶ High School: the educational system, which typically includes grades from (7-12).

Technical / technical certificate: awarded to graduates on education and training institutes to acquire necessary skills to exercise of certain professions or technical disciplines that might equal prep or high school diploma.

- ▶ Undergraduate: still a student is in a college/university or for a certain conditions the student stopped for a period to continue the study requirements.

Undergraduate: end all study requirements for undergraduate, according to the educational system of the university and therefore are awarded bachelors or other scientific certificates.

Above the university: graduate degrees such as masters or post-graduate diploma or doctoral degrees.

- ▶ Not applicable: children who are not in school age if they haven't attended KG.

Occupation: a person's usual work or business.

- ▶ Working regularly or irregularly and earning income from it; may be constant or intermittent.
- ▶ Do not work: do not practice any profession that provides a source of income.
- ▶ Not Applicable: children under the age of 15, according to international laws and legislations.

Marital Status: This refers to the legal standing of a person in regard to his/her marriage state.

- ▶ Single: is someone who has never been married.
- ▶ Married: the legal union of a man and woman as husband and wife.
- ▶ Divorced: to end marriage with (one's spouse) by way of legal divorce.
- ▶ Separated: not living together as man and wife.
- ▶ Widowed: a woman whose spouse has died and who has not remarried.
- ▶ Not applicable: girls who are 9 years old and younger.

Visa Type

- ▶ Not applicable: for those who are not required for visas.
- ▶ Work Visa: gives the permission to stay and take up employment, for a specific job and only for a limited period.
- ▶ Residence Visa: allows an extended stay but does not grant permission to take up employment, for a specific job and only for limited period.
- ▶ Visit visa: a visa allows tourists to stay for a period of three months and non-renewable.
- ▶ Tourist Visa: a visa allows tourists to stay for a month and renewable.
- ▶ Transit Visa: Short term (usually 24 hours) visa that allows a passenger to travel across or through the issuing country on way to another country.
- ▶ Unclassified: Not included in any of the above categories.
- ▶ No Visa: the client doesn't hold any kind of visas.
- ▶ Unknown: the client doesn't know what kind of visas s/he holds.

Validity of Visa: This refers to types of visa.

- ▶ Valid: legal, effective visa status.
- ▶ Cancelled: legal visa (residency) status has been terminated usually by the perpetrator.
- ▶ Expired: visa has run out, past the date (no longer a legal resident of UAE).

Client Types: This refers to victims' categories in DFWAC according to the client's injuries.

- ▶ Main Victim: the main person admitted for services.
- ▶ Secondary Victim: an injured person such as the child of a main victim who has also been violated by the same abuser.
- ▶ Dependent: Children who were indirectly abused by witnessing the act of violence, or were not aware of the violence because of being so young (e.g. infants).
- ▶ Attendant: attendant or assistant with the main victim.

Sheltering Status: It refers to the client situation in terms of dependency for themselves or for those who depends on during the period of their stay in DFWAC.

- ▶ Mother alone: the mother is sheltered alone at DFWAC, i.e. without having her children or any other attendant accompanying her.
- ▶ Mother with Child/Children: the mother is sheltered with her children at DFWAC.
- ▶ Child Alone: the child is sheltered alone at DFWAC, i.e. with no mothers or guardian accompanying him/her.
- ▶ Lady Alone: female victim who is sheltered alone at DFWAC, i.e. without being accompanied by either children or any attendant.

Referral Sites: refers to the source that referred or transferred victims to DFWAC.

Relationship to Perpetrator: refers to the relationship to the person responsible for what happened to the victim and includes the following categories:

Duration of Stay: This refers to the length of stay at DFWAC and is counted in a 24 hour period of time.