

# Confidential Help

## Emergency Help

### Inside the United States

- ALWAYS CALL 911 for immediate physical danger. Say you are reporting an incident of domestic violence. The police will know how to respond.

### Outside the United States

- Call local emergency numbers or corporate security of your organization.

## Non-Emergency Help

### Inside and outside the United States

- The Domestic Abuse Prevention Program (DAPP) is a confidential 24-hour, 7-day, free-of-charge service, call +1 202-458-5800. DAPP may refer WBG staff and spouses/domestic partners to a qualified domestic violence attorney to obtain legal information about their options and safety planning.
- The Domestic Abuse Prevention Coordinator is available during HQ office hours to advise you and help direct you to supportive services. Email [daprevention@worldbank.org](mailto:daprevention@worldbank.org), call +1 202-473-2931
- WBG Corporate Security 24/7 emergency assistance, call +1 202-458-8888 or email [wbgsecurity@worldbank.org](mailto:wbgsecurity@worldbank.org)
- The National Domestic Violence Hotline provides confidential guidance to VICTIMS and ABUSERS living in the United States, call 1-800-799-7233
- For more resources, go to [www.worldbank.org/domesticabuse](http://www.worldbank.org/domesticabuse).

## In Addition

### For WBG Staff

- COUNSELING: The Health Services Department Personal and Work Stress Counseling Unit can provide confidential crisis help, call +1 202-458-4457 and/or visit <http://HSDCounseling>.

### For WBG Spouses/Domestic Partners

- CALL, EMAIL, or VISIT the World Bank Family Network (details on the back cover) to learn about help options.

# Reach Out, Speak Out!



Important contacts for WBG staff and spouses/domestic partners concerned about or experiencing domestic conflict/abuse.

### IF IN IMMEDIATE PHYSICAL DANGER

Call 911 in the US  
Call local emergency numbers abroad

### DOMESTIC ABUSE PREVENTION PROGRAM

For counseling and support.  
Free. Confidential. 24/7.  
Call +1 202-458-5800

### WBG DOMESTIC ABUSE PREVENTION

For guidance and advice.  
During office hours.  
Email [daprevention@worldbank.org](mailto:daprevention@worldbank.org)  
Call +1 202-473-2931

### FURTHER INFORMATION AVAILABLE

[www.worldbank.org/domesticabuse](http://www.worldbank.org/domesticabuse)

Prepared by: The World Bank Family Network (WBFN) and sponsored by WBG HRD & HSD.

WBFN is a network of spouses and partners volunteering to help other spouses and partners of the WBG. Call +1 202-473-8751 or visit [www.wbfn.org](http://www.wbfn.org).



World Bank Group  
World Bank Family Network  
Against Domestic Abuse

# Domestic Abuse is...

The use of power and force to control victims. A pattern of behaviors that may include

- verbal & psychological abuse
- social isolation
- deprivation
- intimidation
- control of finances
- physical or threat of physical abuse
- sexual assault

...a crime in the US and in many other countries

## Who Are the Victims?

- Thousands of victims live silently with domestic violence, trapped by their fears of physical harm, custody concerns and emotional or economic abuse.
- Abuse occurs in all societies, all economic groups, and at all educational levels.
- Most victims of domestic abuse are women and children, but cases involving male victims are increasingly common.

## Am I being abused?

### Does your partner...

- Embarrass or make fun of you in front of your friends or family?
- Put down your accomplishments?
- Make you feel like you are unable to make decisions?
- Use intimidation or threats to gain compliance?
- Tell you that you are nothing without them?
- Treat you roughly—grab, push, pinch, shove or hit you?
- Call you several times a night or show up to make sure you are where you said you would be?
- Use drugs or alcohol as an excuse for saying hurtful things or abusing you?
- Blame you for how they feel or act?
- Pressure you sexually for things you aren't ready for?
- Make you feel like there is “no way out” of the relationship?
- Prevent you from doing things you want - like spending time with friends or family?
- Try to keep you from leaving after a fight or leave you somewhere after a fight to “teach you a lesson”?

### Do you...

- Sometimes feel scared of how your partner may act?
- Constantly make excuses to other people for your partner's behavior?
- Believe that you can help your partner change if only you changed something about yourself?
- Try not to do anything that would cause conflict or make your partner angry?
- Always do what your partner wants you to do instead of what you want?
- Stay with your partner because you are afraid of what your partner would do if you broke up?

**If any of these things are happening in your relationship, talk to someone. Without help, the abuse will continue. Making that first call to seek help is a**

**COURAGEOUS STEP!**

## Always remember...

- **NO ONE** deserves to be abused. The abuse is not your fault. You are not alone.
- **DON'T** worry about threats to your visa. We have information about visa options for your situation.
- **DON'T** worry if you do not speak the local language. We can get you help in many languages.

## How to Help a Victim

### DO

DO encourage talking in a safe, private place.

DO listen, believe, and let the victim know she/he is not alone.

DO encourage the victim to talk with a professional who knows about intimate partner violence.

DO help put together a “safety plan” (assemble important documents, agree on a safe haven, etc.) in case the victim needs to escape in a hurry.

DO be patient and offer continued support.

DO express admiration for the victim's courage in trying to make a change.

DO bear in mind that it may take the victim several attempts to successfully leave an abusive situation.

### DON'T

DON'T judge or criticize a victim's decisions.

DON'T insist the victim make quick decisions.

DON'T take on too much—it may increase the danger to the victim. Let her/him decide when to act.

DON'T underestimate the danger of a situation.

## Impact on Children

In almost half of homes with partner abuse, child abuse also occurs. Abuse complicates a child's relationship with both parents. Children don't necessarily need to understand what's happening to respond emotionally and physically. Children may display some or all of the following responses:

- Anxiety, depression, anger, aggression, low self-esteem
- Stomach aches, headaches, eating/sleeping problems
- Behavior change leading to problems at home/school
- Extreme sensitivity to loud sounds

## Resources for Information and Help

Information, and listings of resources for WBG Staff and Spouses/DPs can be found at: [www.worldbank.org/domesticabuse](http://www.worldbank.org/domesticabuse)

### VICTIMS

- Inside the United States: [www.thehotline.org/help/resources/](http://www.thehotline.org/help/resources/), National Domestic Violence Hotline (Tel: 1-800-799-7233) [Provides confidential guidance and resources to victims.]
- Outside the United States: [www.hotpeachpages.net](http://www.hotpeachpages.net), International Directory of Domestic Violence Agencies

### ABUSER

- Inside the United States: [www.thehotline.org/help/for-abusive-partners/](http://www.thehotline.org/help/for-abusive-partners/), National Domestic Violence Hotline (Tel: 1-800-799-7233)

## Am I an abuser?

- Domestic Abuse is repeated because it works for the abuser. It is under the abuser's control, not the victim's.
- Remember, when an abuser chooses to stop, abuse ends. If you are motivated, change is possible.

**If you recognize aspects of your relationship that suggest you might be an abuser...**

**...GET HELP!**