



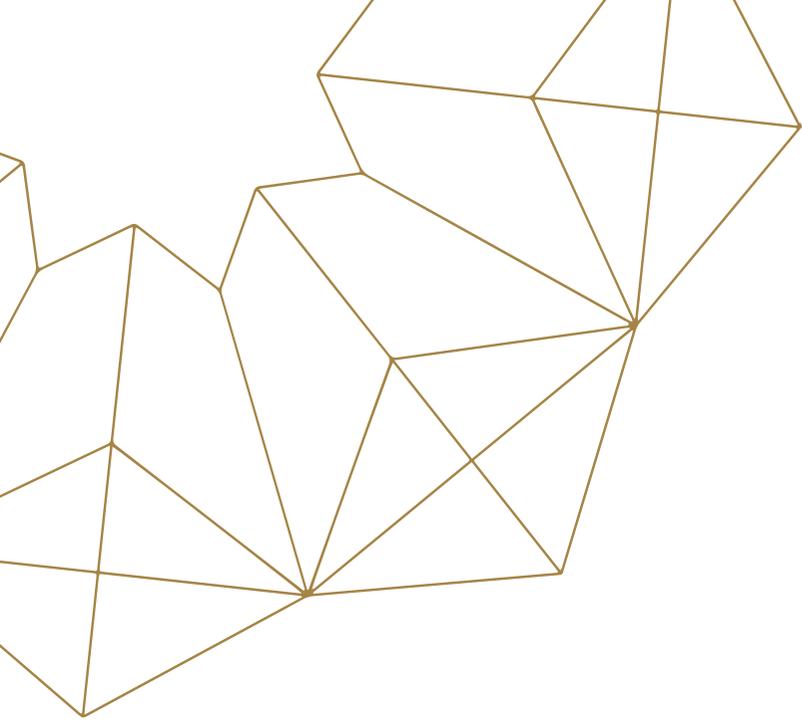
UNITED ARAB EMIRATES  
MINISTRY OF COMMUNITY DEVELOPMENT



# Family Protection Guide

2022





In cooperation with:



الإمارات العربية المتحدة  
وزارة العدل



الإمارات العربية المتحدة  
وزارة الداخلية



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2022

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## Introduction

Preventing domestic violence and raising awareness of its harmful effects is one of the most important orientation programs that promote the culture of respect among family members to preserve its integrity and structure as the first building block of society. Moreover, family's protection is among the priorities to which the UAE gives supreme importance in order to provide a safe environment for a healthy

society reinforced by the religious principles and teachings that call for moderation, good treatment and compassion among family members. This approach supports and serves women, children, the elderly, men, and people of determination to protect them all from all sorts of violence and abuse; by raising the society awareness of domestic violence and its harmful effects, and informing family members of their rights and duties, and the services provided to them in the event of being exposed to any sort of domestic violence. This contributes to the creation of an environment that enhances family stability and security for all family members, in addition to the improvement of more effective and efficient social services provided to the family.

As a result of the impacts of recent developments and changes on some societal values that are undoubtedly affected by the same, the Ministry of Community Development has developed these Guidelines for the purpose of preventing domestic violence, as a contribution to raising awareness among the public and specialists where there is any indication of the occurrence of any type of domestic violence. This based on the Ministry's role to the development of policies and plans relating to family members and affairs, as well as its role as to raising the level of protection systems and mechanisms in addressing any behavioral manifestations that may involve abusive relationships resulting from imbalance between power and control, especially if the abuser resorts to imposing his/ her control on the victim using any sort of power.



## The Objective of the Guidelines

- 1\_ Establishing a general framework that serves all family members and specialists in the area of domestic violence prevention in a manner that preserves the family's structure and cohesion.
- 2\_ Introducing techniques and methods of preventing domestic violence, in a manner that reflects on the future of the family members.
- 3\_ Clarifying the reporting procedures and mechanisms and the appropriate means to reach the concerned authorities easily and conveniently.

## The Concept of Family

**Family is a social unit that includes the following:**

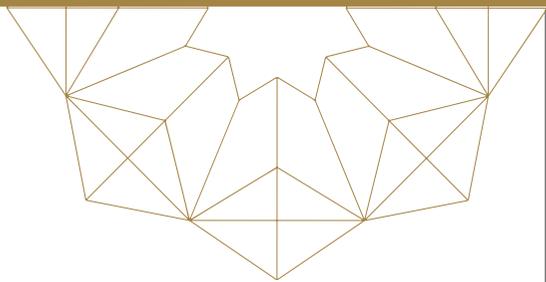
- 1\_ Husband, wife, their children and grandchildren.
- 2\_ Children of one of the spouses from another marriage.
- 3\_ The father and mother of either spouse.
- 4\_ Relatives by consanguinity or affinity up to the fourth degree.
- 5\_ Foster child that is under the custody of an alternative family in accordance with the provisions of the legislation in force.

## Characteristics of a Stable Family

- 1\_ Dialogue and organized interaction between the two partners to reach a happy life.
- 2\_ All family members have high levels of self-satisfaction.
- 3\_ Being keen on spending enjoyable times with the partner, and all family members.
- 4\_ Restoring positive marital experiences constantly.
- 5\_ Adopting positive participatory ideas between the two partners in all aspects of life.
- 6\_ Well aware of the art of managing family disputes.

First Axis

# Domestic Violence



## Definition of Domestic Violence:

Any sort of abuse, harm, or threat committed by a family member against another member of the family, overstepping his/ her guardianship, custody, authority, or responsibility, causing physical, psychological, sexual or economic harm or damage.

## Common Beliefs about Domestic Violence:

Belief	Reality
Domestic Violence does not affect children at an early age (pre-school), as they are unaware of the events around them.	Domestic Violence affects children as is recorded in their memory, and appears in some of their behaviors in the form of (anxiety, fear, urinary incontinence, thumb sucking).
Men are not exposed to any sort of violence.	Men are exposed to all sorts of violence, though less than women, and complaints lodged by men exposed to violence are less than those lodged by women.
Adolescents can protect themselves from the effects of domestic violence, as they are more aware than children.	Adolescents are affected by domestic violence just like the rest of the family members, and it may result in harmful behaviors; such as alcohol or drug abuse, aggressive behavior towards others, difficulty in forming health relationships and friendships, isolation, and depression.
If there is violence in the family, this means that all family members are involved or responsible for it.	The "aggressor/ abuser" is the only person responsible for stopping his/her aggression.

## Forms of Domestic Violence

### First: Physical Violence:

It means any sort of attack committed by the aggressor by any means on the body of the victim, even if such attack did not leave any mark.

### Its Forms:

- All sorts of beating, hair pulling, arm twisting, suffocation, burning, stabbing, strong pushing, slapping, kicking, biting, or any other similar act, or any behavior that results in bodily injury to the victim, whether such injury is apparent or hidden.
- Use of physical force that causes pain or injury.
- Intentional transmission of infectious diseases.
- Forced confinement or excessive, unjustified or unnecessary use of physical restraints.
- Committing assault using a weapon or any material means that cause harm and injury to the victim, such as sticks, light weapons, etc.
- Deliberately exposing the victim to difficult circumstances; (such as forcing the victim to go out in harsh climatic conditions, walk long distances, or carry weights beyond his physical capacity, etc.

## **Second: Sexual Violence:**

**It means any act that constitutes sexual assault or harassment of the victim, or exploiting him/ her by any means.**

### **Its Forms:**

- Sexual harassment; (such as: verbal harassment, touching, kissing, grabbing, foreplay).
- Rape or indecent assault.
- Sexual exploitation of children.
- Exposing or forcing a person to perform sexual acts that may be degrading, painful or unlawful.
- Exposure or compulsion to watch pornography.
- Forced photography or video of the sexual intercourse.
- Forced prostitution.
- Forced intercourse.
- The use of force to enforce sexual compliance.
- Transmission of sexually transmitted diseases; such as: HIV (AIDS) or any other sexually transmitted diseases.
- Sexual deprivation by one spouse.

### **Third: Psychological Violence:**

**It means any sort of action or utterance that causes psychological harm to the victim.**

#### **Its Forms:**

- All sorts of intimidation or threats; such as: (threats to kill, threats of divorce or abandonment, threats of committing violence, causing harm, or kidnapping children)
- Destruction of personal property of moral or material value, (taking into account that there are some personal properties whose possession may cause harm to the individual and it is desirable to be destroyed as determined by legal and health regulations and procedures)
- All sorts of deprivation; (such as deprivation of children or visits)
- Ignore.
- Mocking
- Deliberate insult.
- Prevention from taking personal decisions, bearing in mind that there are some cases in which personal decisions are made by others, such as: (children, mentally impaired persons, and the like)
- Exercising psychological pressure with the intent of harming the victim.
- Deliberate embarrassment to the victim.
- Throwing the victim out of home. In some cases, some parents force their children to leave the home as a form of discipline or as an expression of dissatisfaction with specific behavior. Sometimes, some husbands expel their wives from the house with the intention of discipline or revenge, or force them to work outside home without her consent.
- Discrimination and differentiation between family members, such as: parents' differentiation of children based on gender type (male/female), age, degree, abilities and skills, or for psychological, social and cultural factors.
- Criticism
- Deprivation of a favorite hobbies

## Fourthly: Economic Violence:

It means any act that deprives the victim of his/ her right or freedom to dispose his/ her money, with the intent of harming him/ her.

### Its Forms:

- Refrain from spending on the basic needs of the family.
- Forced labor away of home; (such as forcing a wife, daughter, or minor children to work outside the home without their consent, in order to contribute to the family's income or for any other reason, which makes them vulnerable to violence).
- Preventing a person from working without an excuse while that person has the desire to work.
- Controlling a person's choice of a job by forcing him/ her to work in a job that does not match his skills, abilities, qualifications, age, gender, desires and inclinations.
- Illegal use of the family's expenditure.
- Exploiting and forcing the family members or children to beg for getting financial gain or to steal.
- Misuse of funds through lies, deception, control or withholding of funds, or taking funds without the victim's permission or desire.
- Seizure of the salary or monthly income.
- Block access of the victim to his/ her personal bank accounts, savings or any other income, or to seizing the ATM card.
- Forcing a person to buy or leave a product in order to impose control.
- Selling the house, furnishings or other property without permission
- Forging the signature of checks or legal documents.
- Misuse a power of attorney, permanent power of attorney, or legal guardianship.
- Refrain from paying the necessary house bills (such as water, electricity and gas).
- Forcing the person to take financial loans.
- Exploitation of children on social media for achieving financial profit.
- Deprivation of inheritance and financial rights.
- Forcing or exploiting a family member to engage in commercial activities (such as opening commercial records, and the like)

## **Fifth: Verbal Violence:**

Any abusive language used to shame, embarrass or threaten the victim, such as: using an obnoxious and inappropriate contact name, telling victims that they are not desired, getting irrational and screaming at them.

### **Its Forms:**

- Cursing.
- Screaming and raising the voice in a frightening way.
- Threatening by utterance or signs.
- Giving orders in such a way as to lead to enforced silence.
- Using insulting and inappropriate socially, culturally, or religiously inappropriate expressions.
- Stigmatization, or stigmatize with a characteristic, a disability, or a form.
- Name-calling with intent to demean.
- Telling the person that he/ she is worthless.
- Remind the person of past mistakes and failures.  
Constant blaming.
- Negative expectations.
- Expressing distrust.
- Use intimidating expressions that cause fear.
- Giving irrational orders.
- Talking to a person about death in a brutal manner.

## Sixthly: Neglect:

**It is a clear and constant act of omission, that is clearly evident in the failure to secure basic material, psychological, health or educational needs, or to take precautions and measures to prevent harm that threatens the safety of any family member, and gives rise to his/ her right to protection and care.**

### Its Forms:

- Educational neglect and causing school dropout.
- Neglecting the registration of the victim's identification papers.
- Failure to use the safety measures prescribed by law in home, vehicle, or otherwise.
- Allowing a child to drive a vehicle under the legal age.
- Ignoring or neglecting the provision of daily necessities, which causes harm, such as: malnutrition.
- Failure to provide adequate shelter or housing.
- Failure to provide an appropriate healthy environment, such as: smoking in front of them and in small places; such as cars and rooms.
- Using drugs and alcohol in front of family members of sons, daughters, and wives.
- Medical negligence; such as ignoring special nutritional requirements, and failure to provide treatment.
- Failure to call a doctor, report, or take action about medical condition, injury, or problem.
- Neglecting children's vaccinations, or necessary medical check outs.
- Buy or rent dangerous toys for children.
- Leaving children alone, with domestic workers, or with a stranger without supervision.
- Leaving children to use electronic games that are not appropriate for their age, and that cause harm or damage.
- Driving dangerously.

## Groups mostly Vulnerable to Domestic Violence

### Children:



This group is mostly vulnerable to violence, as they are the weakest among all. They are always in urgent need of care and attention.

### Handicapped (People of Determination):



This group may be vulnerable to violence due to a disability or loss of some of their capabilities and energies, which prevents them from defending themselves, or expressing the abuse or harm they are exposed to.

### Women:



This group is considered among the vulnerable groups given the general characteristics of women; their inability to resist violence in a manner qualifying them to do the same, and their constant desire to sacrifice in order to preserve the family structure, which makes them willing to make concessions and to accept the current situation.

### The Elderly (Senior Emiratis):



This group is characterized by physical and mental weakness, which affects their capacity and ability to confront any violence against them.

### Teenagers:



They are from the category that is characterized by physical and mental softness, which affects their ability defend themselves towards any violence against them.

Second Axis

# Domestic Violence Factors

## Causes of Domestic Violence

- The absence of the culture of dialogue and discussion between family members, and the insistence on each party to adhere to its opinion.
- The absence of marriage alignment, and the inability of the spouses to confront their problems or differences.
- Economic challenges and difficult living conditions that may confront the family that in turn become unable to overcome them.
- Negative childhood experiences, resulting from growing up in a violent environment (learned behavioral practices).
- Negative interference by parents and relatives.
- Weakness of the sense of religious restraint and affiliation.
- The aggressor's addiction to alcohol and psychotropic substances.



## Methods Adopted by the Aggressor:

The aggressor often uses harmful methods for the purpose of causing harm to the victim or threatens with the use of the same for forcing the victim to surrender, and deludes him/ her that this sort of relationship is the normal. These methods include the following:

### Control

Strongly controlling and handling all aspects of all matters so that other parties remain obedient to him/ her, implementing his/ her opinions as that person is the giver and preventer at the same time/ he/ she is the sole decision-maker for all the course of events within the family without the others' having the ability to object. The aggressor threatens the victim and uses force to compel the victim to do something and to have complete control over his/ her actions.

### Underestimating and Belittling Others

Some people use the method of direct or hidden mocking under behind a nice argument to belittle the other party; such as calling him/ her with hateful names or titles under the pretext of joking, or downplaying his/ her opinions with the intention of belittling him/ her in front of others.

### Social Isolation

The aggressor is keen on keeping the victim away of others so that the victim stays distanced from the normal scene of life and the course of things within the family until he/ she loses his/ her influence and role, and his/ her main and pivotal family role in the family remains limited to the aggressor.

### Emotional Negligence

It is represented in the aggressor's negligence of the feelings and desires of the other parties in an attempt to subjugate the victim.

### Economic Deprivation

Preventing the victim from obtaining or disposing any material benefits that would strengthen his/ her position so that the aggressor becomes able to individually impose his power and control over the victim using his/ her the material advantages.

### The Victim's Permanent feeling of Guilt

Leaving the victim with the permanent feeling of guilt, and putting him/ her under various sorts of pressure in order for the victim to admit the guilt and believe that he/ she (i.e. the "victim") is the party at fault. The aggressor may even humiliate the victim to accept this matter.

# Cycle of Domestic Violence

These Guidelines help in understanding the cycle of domestic violence in order to break any of its rings and get out of it as if, the cycle, remains closed, becomes more complex for both parties to the relationship (the abuser - the victim). This cycle of domestic violence consists of three stages:

## First:Tensions Building:

The Victimv	The Aggressor
<ul style="list-style-type: none"><li>● Becoming submissive to avoid the occurrence of violence against him/ her.</li><li>● Avoiding escalation of situations in order to avoid the possibility of serious matters.</li><li>● Accepting abuse, believing that such acceptance may prevent or limit the escalation of the aggressor's anger; i.e. it is a means of being safe, and trying to please the aggressor, and giving up on some of his/ her rights.</li><li>● Justifying the abuse; such as saying (all spouses face a lot of problems, etc.)</li><li>● Blaming external factors, such as stress or the aggressor's use of psychotropic substances, etc.</li><li>● Tension becomes dominant. The victim may feel anxious, depressed, together with sleep disorder, or may suffer from physical symptoms; such as headaches, etc.</li></ul>	<ul style="list-style-type: none"><li>● Anger and constantly looking for mistakes for the victim.</li><li>● Refrain from showing any affection towards the victim.</li><li>● Verbally abusing the victim; (committing humiliation, threatening, screaming, and making accusations that may be false).</li><li>● Attempting to intimidate the victim.</li><li>● The increased feeling of possession, with the hope that brutality will keep the victim trapped in the cycle of the aggressor's actions.</li><li>● Resorting to some dishonorable behavior towards the victim, such as destroying property and objects.</li><li>● Isolating the victim from others, trapping him/ her, and placing him/ her under the aggressor's control.</li><li>● The aggressor's interpretation that the victim's withdrawal is a refusal to comply with his/ her will.</li><li>● Draining the victim's force before assaulting him/ her.</li></ul>

The situation gets worse and more tensed until it becomes unbearable, so communication cuts off between the partners, and explosion is expected at any moment.

## Second: The Acute Stage:

This stage is characterized by resorting to malice, and sometimes the assault reaches the degree of ferocity that the aggressor practices to control the victim. The aggressor releases his/ her stress by doing such practices, and getting rid of his/ her anger becomes difficult without resorting to this method.

The aggressor, at this stage, assaults the victim, physically, psychologically, or sexually, or stifling the victim by depriving him/ her of any rights or privileges the victim enjoys. The most evident behaviors of both parties at this stage are as follows:

The Victim	The Aggressor
<ul style="list-style-type: none"> <li>● The victim tries to defend him/ herself by begging the aggressor and calming him/ her down.</li> <li>● The victim's feeling of weakness and surrender, or facing the aggressor's violence with counter-violence.</li> <li>● Escape, call a rescuer, or call the police.</li> <li>● The victim is psychologically traumatized as an inevitable result of exposure to violence.</li> <li>● Having to transfer the victim to the hospital in some cases, and lodging a complaint of assault to prove the incident.</li> <li>● Engaging in quarrels, intensifying the situation, and filing cases between the two parties.</li> </ul>	<ul style="list-style-type: none"> <li>● The aggressor loses control over his behavior so that it is unpredictable.</li> <li>● Resorting to insults and slander, and sometimes makes dishonoring harsh accusations.</li> <li>● The aggressor's practice of various sorts of physical violence; such as slapping, kicking, spitting, suffocation, hair pulling, and causing injuries. The aggressor sometimes throws the victim with stuff, use sharp tools or weapons against him/ her.</li> <li>● Preventing the victim from calling for help or escaping from the situation. The aggressor may illegally detain the victim, and threatens him/ her to endanger the children as a kind of retaliation.</li> <li>● The increasing severity and recurrence of assault, and, over time, it may reach the stages of causing permanent disabilities to the victim, or killing him/ her.</li> </ul>

### Third:Stage of Litigation:

It is a sort of misunderstanding that the absence of awareness brings to courts when the relationship between the spouses reaches the point of no return. Some may think that divorce is the end and the beginning of a life free from inconveniences. The two parties are not aware that they are about to start a new episodes of the series of disputes and conflicts; such as the disputes over the right to custody or revoking it or the right to alimony. Often the weakest party and the victim in this stage is the children that are used as weapons by both parties to solve their disputes, which leads to several psychological consequences and opens the doors before children to deviation.

The Victim	The Aggressor
<ul style="list-style-type: none"><li>● Feels lonely and isolated, especially if one of the parties is separated from the children.</li><li>● Separation affects the victim's lifestyle.</li><li>● Loss of confidence and insecurity.</li><li>● The existence of material repercussions for those who do not have an income.</li><li>● Children's relationship with their parents gets affected as a result of the UAE of dispersion between the spouses.</li><li>● The victim becomes more vulnerable to psychological pressure and nervousness.</li><li>● Feeling of deprivation.</li></ul>	<ul style="list-style-type: none"><li>● The aggressor's attempts - after divorce - to discredit and abuse the other party in front of the children.</li><li>● The desire for revenge, by depriving the other party of the right to see the children.</li><li>● Exerting psychological pressure on the other party, which would victimize the children.</li><li>● The aggressor's attempts to impose material pressure by depriving the other party of his/ her material rights in various manners.</li><li>● Exerting much efforts to disturb the life of the other party as a sort of retaliation.</li></ul>

### Fifth:The Stage of Relative Tranquility:

It is worth mentioning that it is not necessary for all cases of domestic violence to go through this stage, where the aggressor may begin to apologize to the victim, give gifts asking for forgiveness, and make promises not to repeat the abuse in order for the relationship to go on, and it is expected that a new UAE of tension will start over again with a new cycle of violence and so on ...





Third Axis

# Domestic Violence Prevention



# Domestic Violence Prevention Methods

Domestic Violence is one of the phenomena threatening the family's structure and future. Hence, families must learn about the approaches and methods of preventing domestic violence in order to avoid any problems or obstacles that may destroy the family coherence, in addition to the important role played by specialized community institutions. In this regard, we stress that the prevention of domestic violence is the responsibility of the parties to the relationship within the family partnership. These individuals must be aware of the skills and capabilities necessary to prevent domestic violence as follows:

## First: Enter into dialogues and effective communication:

### 1- Set a time to meet and communicate:

Family members should allocate time to communicate with each other, as this undoubtedly makes a big difference in forming good and effective communication habits, and showing full interest in the conversations taking place between them.

### 2- Good listening:

Good listening to the other party gives a feeling of interest, as this allows the receiving person to understand the person speaking, and to feel and understand his/ her intended point, which reflects on the positive relationship between the parties, especially between spouses and children.

### 3- Showing empathy:

Showing feelings that are commensurate with the dialogue that takes place between family members, such as sadness or joy, and avoiding minimizing them, will encourage the speaker to keep talking and communicating with the family members.

### 4- Communicate properly:

Each family communicates according to the relationships between its members, where people understand the meanings of the messages that are directed to them, such as tones of voice during conversation, or expressions and facial features. Hence, family members must practice this communication in a manner appropriate for the situation, and the direction must be clear so that the message is properly delivered, otherwise the messages exchanged will be confusing to the parties as a result of misunderstanding.

### 5- Using body language:

Body language always provide more information and ideas about the topic, and here lies the importance of using body language to express the ideas going on in the speaker's mind, to clarify the purpose of the message, and to give an impression of the speaker's mood. It also shows that the speaker has completed his/ her speech, and how long the conversation will continue.

## Second: Possessing Problem-Solving Skills:

### 1- Identifying the contentious issues:

The spouses should consider contentious issues between family members, try to reach a solution to the problems confronting them in appropriate manners that satisfy all parties. Moreover, each problem must be considered separately, and then move on to other problems sequentially. Some more, the way of talking to each other must be considered and improved, if necessary. Problems should not be left unresolved, by focusing on the solution rather than the problem.

### 2- Being calm and avoiding agitation:

It is always advised to avoid outburst during disagreements between spouses to prevent further arise of dispute. Thus, it is necessary to take a break and fix another time to resume the dialogue. The best option in this case is to leave the place, allowing for the spouses to get rid of the critical situation, distance themselves from negative thoughts, re-evaluate the situation, and then apologize and admit the guilt if one of the spouses realizes his/ her mistake in order to relieve the other party and sympathize with him/ her.

### 3- Handling the issues maturely:

Successful relationships are characterized by maturity and calm in handling the problems. Family members must consider these problems objectively, without personal biases to the problem. This includes also understanding the other party and trying to accept some of his/ her negative characteristics to ensure that the marital relationship proceeds in a healthy and proper manner, and avoiding ridicule, mockery, frown and violent actions.

### 4- Participatory Decision-Making:

Discussing the problems and fears among family members and making decisions about them must take place in a participatory manner, away from the individualism in making decisions, especially big ones, until reaching a set of agreed upon solutions, which is the best option. Reaching the point of making decisions in a participatory manner is one of the most important elements of a successful family relationship.

**5- Giving Attention:**

One of the most important factors that help family members to maintain happiness is a party's interest, appreciation, and understanding of the other party, and planning to share some time with him/ her. This would show each party its importance to the other party.

**6- Tolerance:**

Family members must learn how to forgive each other and turn a blind eye to their mistakes, especially the small ones. Forgiveness gives opportunities to amend and correct mistakes, and to gain new future abilities.

**7- Stop blaming:**

Blaming is one of the most important factors that destroys family life and eliminates all opportunities for discussion. The right way to reach an appropriate solution is for each of the disputing parties to assume his/ her full responsibilities, especially with regard to his/ her own situations, or the approaches under which he/ she behaves.

**8- Focusing on the solvable issues:**

Each party to the family should focus on reforming his/ her own self, behavior and approaches instead of focusing on the actions of the other party. One's changing of its own behavior is certainly easier than trying to change others. Hence, it is possible to build clear understanding relationships characterized by love and acceptance by each party for the other.

**9- Consultation request:**

The parties to the family can request advice or consultation from others who are able to provide it, in the event that they are unable to solve their disputes on their own, provided that they have a real desire to resolve the existing disputes and maintain the relationship.

### **Third: Safety Plan:**

**It is necessary - for a victim of domestic violence to carry out his/ her normal family and professional functions - to develop a plan aiming at raising the level of safety for the person subjected to violence, so that he/ she becomes able to make the necessary decisions about his life path. Therefore, the proposed interventions for the safety plan are as follows:**

- 1- Keeping the phone numbers that are necessary to request assistance (police, social services institutions).
- 2- Informing a trusted neighbor or acquaintance of the problem to intervene or to resort to his/ her house, if needed.
- 3- Asking one of the relatives (father, brother, sister, etc...) to visit him/ her more frequently and be with them at home.
- 4- Collecting information about social support institutions that can be resorted to if necessary.
- 5- Preparing a small special bag (emergency bag), containing identification papers, sums, and some necessary clothes, and hide it to be ready when necessary.
- 6- Staying far from dangerous places in the event of the existence of violence, such as the kitchen.

### **The Role of Authorities:**

- 1- Conducting and implementing rehabilitation and guidance programs for couples that are getting married to raise awareness of the importance of preserving the family's structure, the rights and duties of its members, and the negative effects resulting from domestic violence.
- 2- Organizing awareness programs on social issues that affect the family's structure through various media and social communication, taking into account the ways of communicating with people of determination.
- 3- Organizing training programs for specialists involved in dealing with cases of domestic violence.
- 4- Developing programs to empower family members affected by domestic violence.
- 5- Developing educational curricula to contribute to strengthening family ties.
- 6- Increasing the advertisements of the hotline to receive reports and complaints about cases of domestic violence.
- 7- Providing adequate information about family counseling services, treatment, rehabilitation, accommodation, means of complaining, and how to obtain those services, and the entities that provide them.
- 8- Strengthening and activating the role of social, health, and family counseling centers in the areas of support for abused family members.



Fourth Axis

# Reporting Mechanisms and Communication Channels

## Mechanisms for receiving and handling communications and complaints

- Receiving complaints and communications through the designated channels.
- Classifying the severity of the communication, determining the required intervention, and the speed of the response.
- Carrying out a comprehensive case study using the necessary tools (interview, field visit, requesting reports, etc. ...)
- Developing and implementing an intervention plan.
- Following up on the development of the situation until the problem is resolved

## Channels for reporting and receiving complaints (Ministry of Community Development)

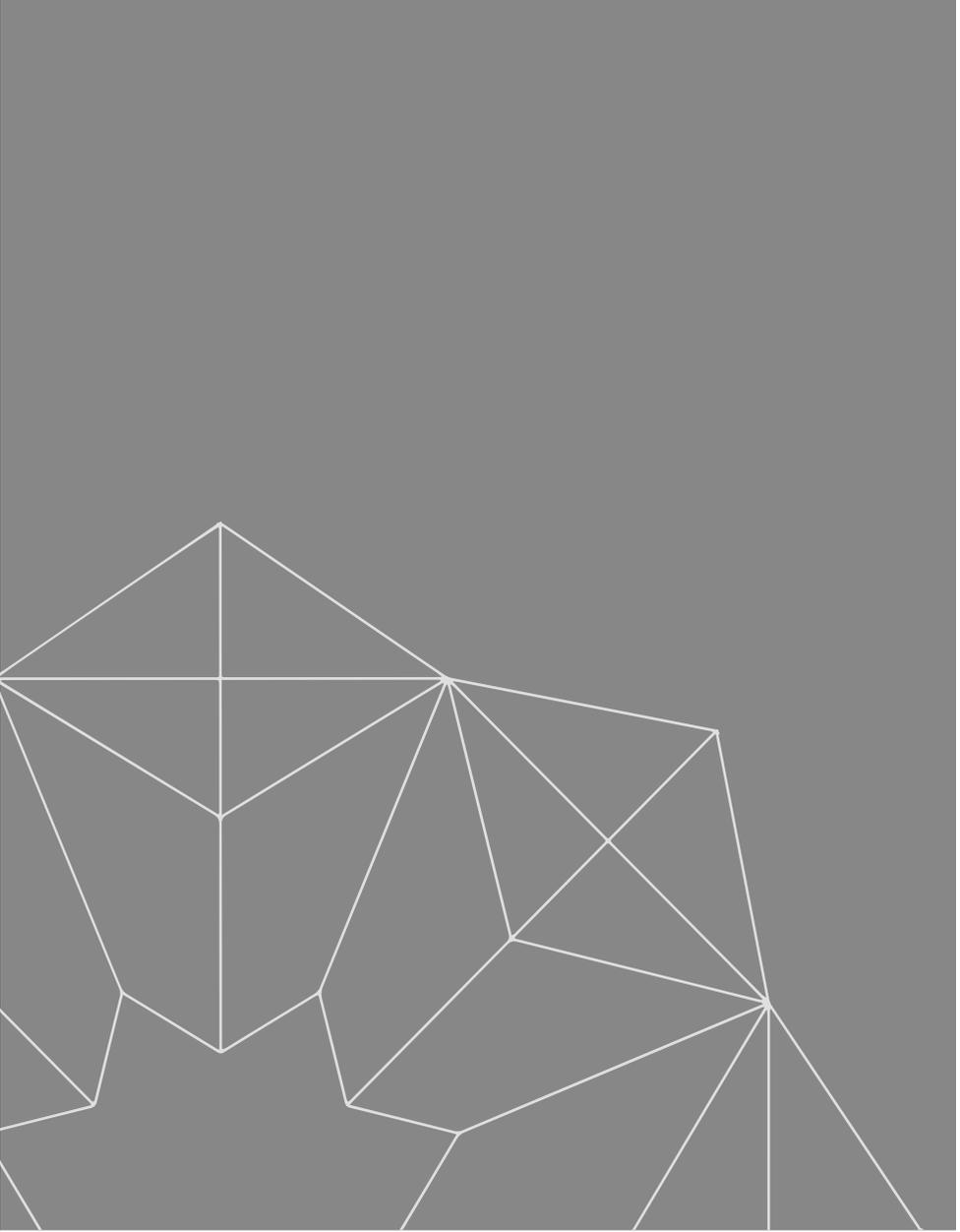
- Phone call → 800623
- Ministry of Community Development website: → [www.mocd.gov.ae](http://www.mocd.gov.ae)
- Smart App → Mocd
- E-mail → [cpu@mocd.gov.ae](mailto:cpu@mocd.gov.ae)
- Personal attendance for reporting → [Quality@mocd.gov.ae](mailto:Quality@mocd.gov.ae)





## Domestic Violence Complaints Reception Contact Numbers

	الجهة	الإمارة	الهاتف	البريد الإلكتروني
1	Child Protection Center- Ministry of Interior	Abu Dhabi/Federal	116111	childprotection@moi.gov.ae
2	Social Support Center	Abu Dhabi/Local	037151555	ssalin@alain.ae
3	Abu Dhabi Police	Local	026573699	socialsupport@adpolice.gov.ae
4	Department of Community Development	Abu Dhabi/Local	026967706 0542524224	Amer.Albadi@ewaa.gov.ae
5	Ewa'a Center (Shelter)	Abu Dhabi/Local	8007283	Hotline@ewaa.gov.ae
6	Department of Child and Women Protection / General Department of Human Rights in Dubai Police	Local	042744666	cwprotection@dubaipolice.gov.ae
7	Community Development Authority	Dubai/Local	800988	CPDept@cda.gov.ae
8	Dubai Foundation for Women and Children	Dubai/Local	8001111	help@dfwwac.ae
9	Al-Ameen Service	Dubai/Local	042097777 8004888	alameen@emi.ae
10	Department of Social Services / Child and Family Protection Center	Sharjah/Local	800700	Info@sssd.shj.ae
11	Social Support Center	Sharjah/Federal	065488008 065488118	socialsupport@shjpolice.ae
12	Social Support Center	Ajman/Federal	067484844 067481789 0508973223	ssc@ajmanpolice.ae
13	Social Support Center	Um Al Quwain/Federal	0569962299 067063002 067063008	uaqssc@moi.gov.ae
14	Social Support Center	Ras Al Khaimah /Federal	072356666 072433550	ssc@ajmanpolice.ae
15	Social Support Center	Fujairah/Federal	092051545 092051560	socialsupportcenter@fujairah-police.ae



Fifth Axis

**Frequently Asked Questions  
About Domestic Violence  
(Social/ Psychological Aspect)**





### **Is it possible for an abuser to stop the actions of abuse?**

Certainly, but he/ she must have a strong will to change his/ her behavior, as it is not easy for him/ her to stop choosing the abusive behavior given that it requires a serious commitment to change. Once the spouses adopt a healthy relationship, each of them will have equal respect and power, and the abuse will stop. The abuser sometimes stops a specific sort of abuse - for example, physical violence – and continues exercising other forms of abuse; such as emotional, sexual or financial abuse as part of an overall pattern of seeking power and control over the victim.



### **Is it possible for men to be victims of domestic violence?**

Yes, men can be victims of domestic violence as it is prevalent among millions, regardless of gender identity, age, economic status, race, religion, ability or educational level.

The pervasive stereotypes that men are always the aggressors and women are victims is wrong, as men are less likely to seek help or report abuse, and many of them are unaware of the services provided to men. There is also a common belief that domestic violence programs only serve women.

When we talk about domestic violence, we are not talking about men versus women or women versus men, we are talking about violence versus peace, and control versus respect, and we all - women and men - must be part of the solution.

### **Is it true that boys who see domestic violence become abusive when they grow up? Are the girls who sees that usually look for abusive partners to become victims?**



Not necessarily. One of the studies determined that adults who witness domestic violence in their childhood are twice as likely to be abusive more than those who did not witness in their childhood. This is not a standard rule. There are adults who abuse others even though they did not witness violence in their childhood. Others witnessed it in their childhood but decided not to engage in such behavior.

In general, negative childhood experiences and other factors; such as peers and the media, influence the beliefs and behaviors that a person pursues throughout their life.

There is no reliable research showing that girls who witness violence in their childhood seek abusive partners when they are adults, but they may go on in a relationship with an abusive partner for longer periods than those who did not witness abuse in their childhood.

### What about elder abuse?



Older people are often abused by the people who mostly interact with them. Most of insensible elder people do not recognize the abuser or the case of abuse itself. The problems of the elderly usually include the following:

- Poor hygiene or bad odor.
- Pressure sores
- Weight loss and dry mouth
- Loss of glasses, hearing aids, or dentures
- Multiple bruises or bruises in injured areas
- Broken bones and bruises
- Scratch marks or wounds
- Showing feelings of fear, anxiety, depression, or isolation
- Sudden changes in the financial aspect; such as changes in a will, loss of assets, or addition of names to the bank card

**The caregiver's behavior may also indicate abuse, as in the following cases:**

- Preventing the elderly from speaking.
- Treating the elderly like a child.
- Giving unreasonable explanations for injuries



### What should I do if I or someone I know is being abused?

Avoid saying negative words. Say words like "I've noticed that you seem sad lately, and I'm worried about you, are you OK?" Don't force them to talk if they are uncomfortable, but let them know that you are willing to listen to them if they need to talk about any abusive behavior, that would make them comfortable.

If it is confirmed that someone is abused, it is preferable to resort to the competent authorities to get the correct guidance and the steps to be taken



### Why don't victims run away at the first glance of abuse?

#### Why do they feel trapped?

Many people who experience violence choose to remain in such abusive relationships because they may be afraid of separation from the (abusive) partner. Abused woman may feel that she should be there for her children, or she may remain tolerant of the abuse because she feels loved by the (abusive) partner, and she may have hope for things to be better in her favor. Perhaps, having lived with violence for a long time, she feels that abuse is normal in all sorts of relationships. Abused women may think that they have nowhere else to go, or they might be relying on their violent partner for getting financial or personal care. Sometimes, a victim's silence is resulting of the gifts and money generously bestowed upon her by the partner.



### Do aggressors show any potential warning signs?

There are no personality traits that define the abuser and define him among a group of people, though most abusers share some characteristics, including the idea that men are superior to women, which often leads the abuser to repeat the phrase that he is "the man of the house and the decision-maker", and he may also claim that he is superior because of his ethnic background. These are all warning signs, and it is important to know that violence is first and foremost a pattern of power and control.



## What are the effects of violence and abuse on children and adolescents?

Exposure of children and adolescents to domestic violence is a traumatic experience for them, as it directly affects the way the development of their minds, and they may keep feeling stressed and threatened, even when violence is not existing and they are in environments where there is no real threat to their safety.

They can express their psychological stress as a result of the trauma of domestic violence through a number of behaviors. Domestic violence affects their sense of safety, self-esteem, their feelings, and their relationships with others. This is likely to lead to many lasting effects later in life, including the following:

- Sleeping and eating disorder
- Headaches and body aches
- Difficulties with focusing
- Social anxiety and mistrust
- Urge to self-harm and thoughts about suicide
- Difficulties with emotion regulation, i.e. becoming angry or aggressive
- Low self-esteem
- Difficulty with making friendships and positive relationships
- Having troubles in the school environment
- Difficulty with solving problems
- Demanding sympathy of others.



## What is meant by a protection order?

**It is an order issued by the Public Prosecution regarding the measures it takes to protect the victim, and to prevent him/ her from being vulnerable to abuse by the aggressor, according to the following:**

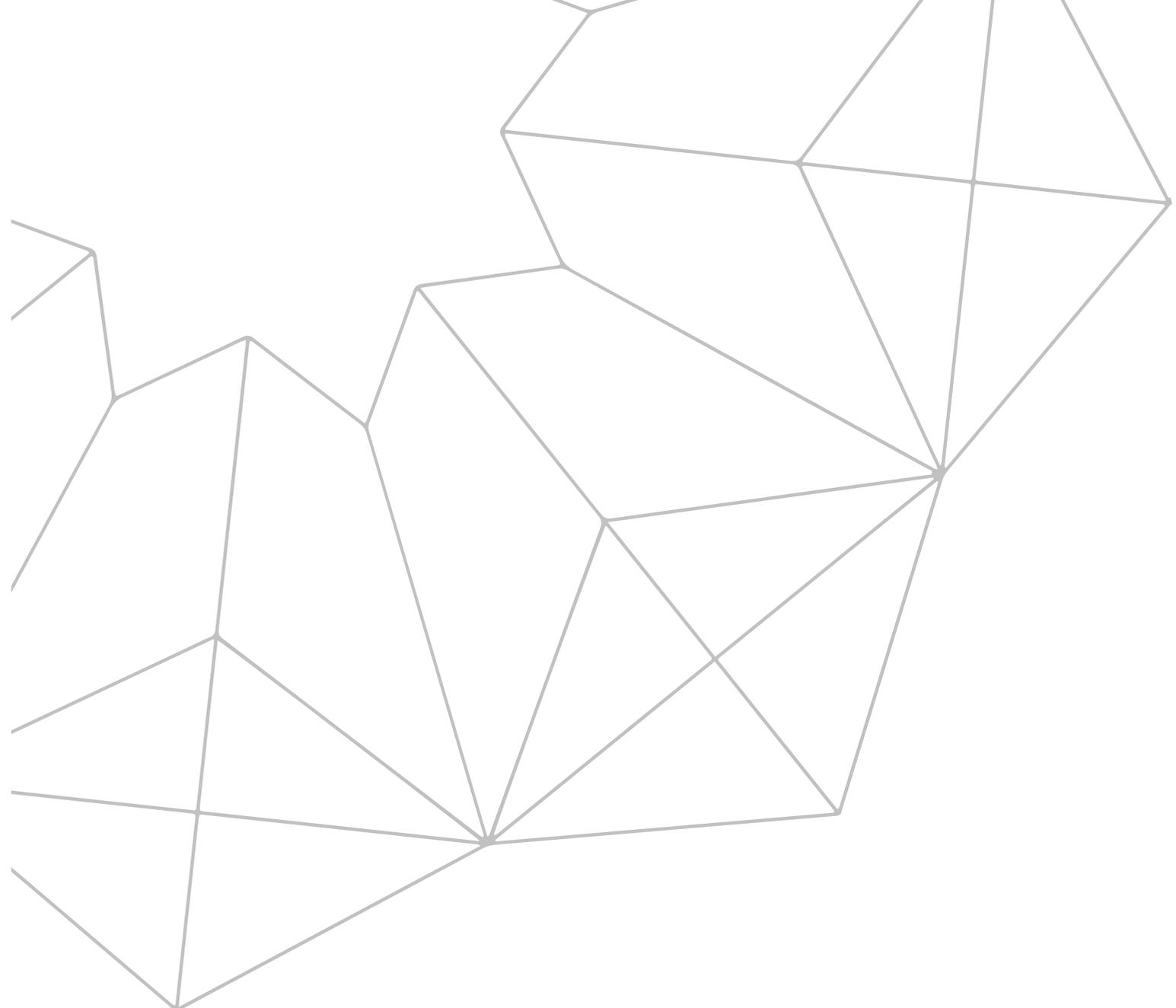
- Stop harming the victim
- Stay away of the places designated to protect the victim or any other place mentioned in the protection order.
- Refrain from damaging the personal property of the victim or of any of his/ her family members.
- Enabling the victim or his representative to receive his/ her necessary personal belongings.
- Any other measures that the Public Prosecution deems to be included in the protection order that would provide effective protection for the victim or any person likely to be harmed because of their relationship with him/ her.

Sixth Axis

**Legislation, Regulations,  
Decisions and Policies**

- **Federal Law No. (28) of 2005 Concerning Personal Status, and its amendments.**
- **Federal Law No. 29 of 2006 Concerning the Rights of People with Special Needs, and its amendments.**
- **Federal Law No. (3) of 2016 on Children's Rights**
- **Federal Law No. (9) of 2019 on the Rights of Senior Emirates.**
- **Federal Decree-Law (10) of 2019 on the Protection against Domestic Violence.**
- **Cabinet Resolution No. (52) of 2018 Governing the Executive Regulations of Federal Law No. (3) of 2016 on Child Rights Law**
- **Cabinet Resolution No. (9) of 2021 Concerning the Executive Regulations of Federal Decree Law No. (9) of 2019 on the Rights of Senior Emirates.**
- **National Family Policy, Ministry of Community Development.**
- **Family Protection Policy, Ministry of Community Development.**





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