

Helping clients who face domestic violence

I have a fulltime job as a Guest Services Associate at the Nebraska Medical Center. Last week on Friday Maggie, Director of International Center of Heartland, Lutheran family Services called me at my fulltime job and said that there is a Sudanese women with three kids. She has been beaten by her husband and does not want to stay with him. The Omaha Shelter is trying to help her and her three kids but she does not speak English. So Maggie called me to see if I could help this woman to communicate.

I told her that I would be willing to help, but it has to be after 4.30pm on Saturday. When I met them at the Omaha Shelter for translation I found that the woman was critically abuse by her husband. She was beaten so bad leaving some wounds in her body and swollen face. She said that the fight broke out at midnight. Her husband got in arguments with her and started beating her with a big stick. They have little kids of about ages 5, 2 and 1 year old. She had no means to call for 911 or help because her husband grasped her when she tried to open the door to skip the fight.

After she was beaten and feel unconscious her husband left the house. She was lifeless with no help on the floor for 3 hours. After she got little breathing she picks up a phone and called her cousin to take her to the emergency. After she was take to the hospital the emergency supervisor called police to take the report. The police came and the incident was reported. She was hospitalized for 6 hours.

The police told her that she cannot go home after she is discharged because her husband is dangerous and maybe life threatening. The police called the Omaha shelter to make arrangements where she can stay with her kids. The Omaha Shelter provides them with a temporarily apartment until she finds a place to live. She was asked to attend general orientation

to understand the Omaha Shelter's policies and procedures. But because she has limited English she may need assistance for translation. The Omaha Shelter called the International Center Heartland, Lutheran Family Services to help them for Sudanese translation.

From this incident I learned that connection and knowledge is very important to give support when people need you. The Omaha Shelter took responsibility to help this woman with her kids. They were not able to communicate with the woman, but they called the International Center of Heartland because they knew where they can find assistance to help this family. They were very understanding to relocate this woman with her kids and to save her life. Her husband was too violent that she may be in danger if she goes back home. The three groups came together and worked collectively to bring solution and end the domestic violence in this family. The Omaha police will follow up the case to make sure the life of a woman and kids are in good security.

As of now, I am fortunate to be an advocate to help this woman have access to communicate with her care providers. Actually, this case is related with many other issues happening in Human Services. I feel great to dedicate my skills and knowledge that I gained from this career to be able to provide assistance and help the community. I have learned a lot from this internship site that our clients come to us for service and we make those services available to make their lives ease and comfortable.