

Programs & Services:

24/7 Crisis and  
Support Hotline

Short-term  
Counseling

Court Accompaniment

Emergency Shelter

Children's Programming

Prevention Education  
& Training

(585) 222-SAFE

Call our 24-Hour Hotline to talk to a Willow Advocate who will connect you with services.

About Willow

Why Willow? The willow tree is sheltering and a beacon of hope. A willow can grow from a single, broken branch and lives with grace under pressure. The willow tree has strength from within that radiates out.

**Our Mission** is to prevent domestic violence and ensure every survivor has access to the services and supports needed along the journey to a safe and empowered life.

**Our Vision** is a community free from domestic violence, where healthy relationships thrive.



Willow Domestic Violence Center  
P.O. Box 39601  
Rochester, NY 14604-9601  
Office: (585) 232-5200  
willowcenterny.org

*Willow Center is a founding member of the New York State Coalition Against Domestic Violence; the Rochester/Monroe County Domestic Violence Consortium; a member of the National Coalition Against Domestic Violence; and a member of the LGBTQ Domestic Violence Service Providers Network.*



(585) 222-SAFE

You are not alone

All are welcome

Willow Center offers crisis and support services for LGBTQ survivors of dating and domestic violence

**24/7 Hotline**  
call anytime, day or night, Willow is here to support you

**Emergency Shelter**  
safe housing for you and your children

**Safety Planning**  
personalized to your needs and situation

**Court Accompaniment**  
to obtain a court order of protection

All services are free and confidential.

All are welcome at Willow. Willow Center does not discriminate on the basis of age, income, ethnicity, race, sexual orientation, or gender identity and expression. Willow Center services are for anyone who believes they are in a dangerous relationship. Willow Center is also a resource for family, friends, neighbors, co-workers and other service providers who are concerned and want to know what they can do to help someone they care about.





## Everyone has the right to be safe.

Willow Domestic Violence Center has provided services for the Greater Rochester community for nearly 40 years. In 2015, Willow Center changed its name from Alternatives for Battered Women (ABW) to better reflect the breadth of services we provide and the clients we serve.

Each year, Willow Center serves more than 7,000 clients and reaches another 10,000 individuals through prevention education and outreach.

2 in 5 gay men experience domestic violence in their lifetime.



1 in 2 lesbian women experience domestic violence in their lifetime.



1 in 2 transgender experience domestic violence in their lifetime.



Rates of domestic violence in Monroe County

- 49% Urban
- 51% Suburban



## Tactics of Power & Control

- **Coercion & Threats:** Making and/or carrying out threats to do something to hurt a partner. Threatening to leave or to commit suicide.
- **Intimidation:** Destroying property. Abusing pets. Displaying weapons. Using looks, actions and gestures to cause fear.
- **Emotional abuse:** Putting the victim down. Making the victim feel bad. Calling the victim names. Playing mind games. Humiliation. Making the victim feel guilty.
- **Isolation:** Controlling and limiting outside involvement. Using jealousy to justify actions. Manipulating friends and family support networks to generate sympathy and trust in order to cut off these relationships to the victim.
- **Minimizing, denying and blaming:** Making light of abuse and not taking the victims' concerns seriously. Saying the abuse didn't happen. Portraying the violence as mutual and even consensual. Shifting responsibility.
- **"Outing" the victim's sexual orientation or gender identity:** Abusive partners in LGBTQ relationships may threaten to 'out' victims who are not 'out' to family members, employers, community members and others.
- **Denying access to support:** Saying that no one will help the victim because s/he is lesbian, gay, bisexual or transgender, or that for this reason, the partner "deserves" the abuse.

## How to Help a Friend

You can make a difference for a victim or someone you suspect is being abused.

### Things to Do

- **Listen** – without judging, rejecting, or blaming someone for their decisions.
- **Believe** – domestic violence can happen to anyone, and abusers often appear to be very nice people.
- **Recognize** – your role is not to “rescue” but to help.
- **Educate** - learn about domestic violence.
- **Encourage** – the person to call the Hotline for confidential help any time day or night.
- **Support** – by not abandoning the person.

### Words to Say

- I am sorry this is happening to you.
- I care about you and I know talking about it can be hard.
- This is not your fault.
- You don't deserve to be treated this way.
- You have the right to be safe.

### Questions to Ask

- Is someone hurting you?
- Did someone hurt you?
- Do you dread being alone with your partner?
- What do you need to be safe right now?
- How can I support you?

“Thank you for showing me kindness in a world that had been so cruel to me, for helping me to find my own light in the darkness. Willow Center staff helped me through the darkest moments in my life.”

– Survivor

