

**POLITECNICO**  
MILANO 1863

Hypermedia Application

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Design Report

first version - 17/07/2024

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[Link to website](#)

[Link to GitHub repository](#)

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# 1 Abstract

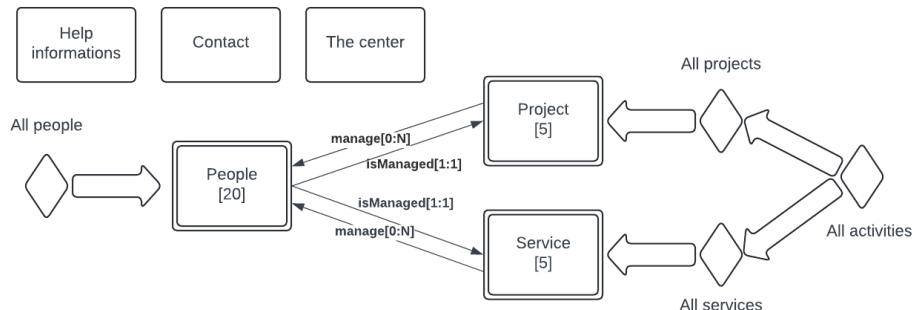
The goal of this document is to provide a functional and visual description of the website to be implemented. The name of the website is "Women's Solidarity Center", an association aimed to help women victim of violence and offer different services and projects. In this document will be described the main design choices through tables, schemes, screenshots and use case scenarios. Moreover, it will also present the DB structure from both a conceptual and logical point of view.

## 2 Conceptual Design

The conceptual design of the website is detailed in this chapter. In particular, the choices relating to the contents, their mapping into pages and the navigation between them will be explained in detail in the following.

### 2.1 Content Design

This section describes the C-IDM (Content Interaction Dialogue Model), which is a model that represents the website in terms of a dialogue between the human and the application. In particular, it explains what the dialogue is about and how the subjects of conversation are classified, mutually related and grouped. It also provides information on what can be said about each of these categories.



#### 2.1.1 Content Tables

In the following tables are defined the contents of the conversation between the human and the application for each category of subject.

KIND OF TOPIC: People
Person name (title): text
Person main expertise: text
Person picture: image
Person description: text (max. 300 words)
Manged services: list of [service's name, service's description preview]
Managed projects [project's name, project's description preview]

Table 1: People

<b>KIND OF TOPIC: <i>Project</i></b>
Project title: text
Project manager: text
Project picture: image
Project description: text (max. 300 words)

Table 2: Project

<b>KIND OF TOPIC: <i>Service</i></b>
Service picture: image
Service name: text
Service manager (employee photo, employee name, main expertise)
Service description: text (max. 250 words)
Practical information: (text, map)
List of testimonials [quote: text]

Table 3: Service

<b>GROUP OF TOPICS: <i>All projects</i></b>
Group Title: "Our projects"
Introductory picture: image
MEMBERS PREVIEW: LIST OF[project name, description]

Table 4: All projects

<b>GROUP OF TOPICS: <i>All services</i></b>
Group title: "Our services"
Introductory picture: image
MEMBERS PREVIEW: LIST OF:[service name, description]

Table 5: All services

<b>SINGLE TOPIC: <i>The Center</i></b>
Center's logo: image
Center's name: title
Representative image for the center, with relevant caption: <Image, Caption: text>
Description of the center's purpose/mission: [text]
Description of the center's history: [text]
Short description of what the center has done so far: [text]

Table 6: The Center

<b>SINGLE TOPIC: <i>Help information</i></b>
Title: How to recognize violence
About domestic violence: [text]
Types of violence: <title, text>
How to recognize if you're a victim: [text]
If someone you know is a victim: [text]
Representative images: image
Phone number: [text]

Table 7: Help Information

<b>SINGLE TOPIC: <i>Contact</i></b>
Title: contacts
Contact information (phone numbers, WhatsApp, email): [text]
More details on how the center can help/confidentiality: [text]
Practical info/opening hours: [text]
Practical info/location: interactive map

Table 8: Caption

<b>GROUP OF TOPICS: <i>All People</i></b>
Group Title: people working with us
Introductory image: image
Short description of the staff: [text]
MAMBERS PREVIEW: LIST OF [Person thumbnail picture, Name and surname, role]

Table 9: All People

<b>GROUP OF TOPICS: <i>All Activities</i></b>
Group title: "Our activities"
Introductory image: image
Short page introduction: [text]
Subtitle: "Our projects"
Projects overview: [text]
Subtitle: "our services"
Service overview : [text]

Table 10: All Activities

### 3 Visual design

This chapter focuses on defining the graphical structure of the proposed website. For each page we have created, there will be provided a commented screenshots to highlight the different types of link and the components of the page.

### 3.1 Single topic pages

This section outlines the design choices for single topic pages, which are the locations where users engage with content focused on a specific subject.

#### 3.1.1 The Center page

The center page shown in figure 1 presents the mission, the history and some key numbers of the women's solidarity center association.

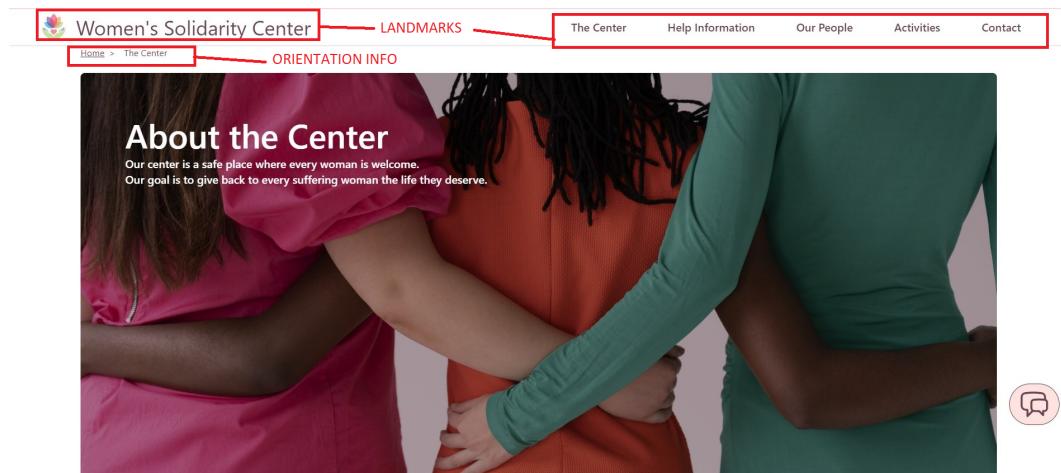


Figure 1: The Center - Screenshot

#### 3.1.2 Help Information page

The "Help information" page, illustrated in Figure 2, explains the different types of violence that an individual might encounter. It then provides links to redirect the user to the "For You" or "For Others" help pages as shown on figure 3.

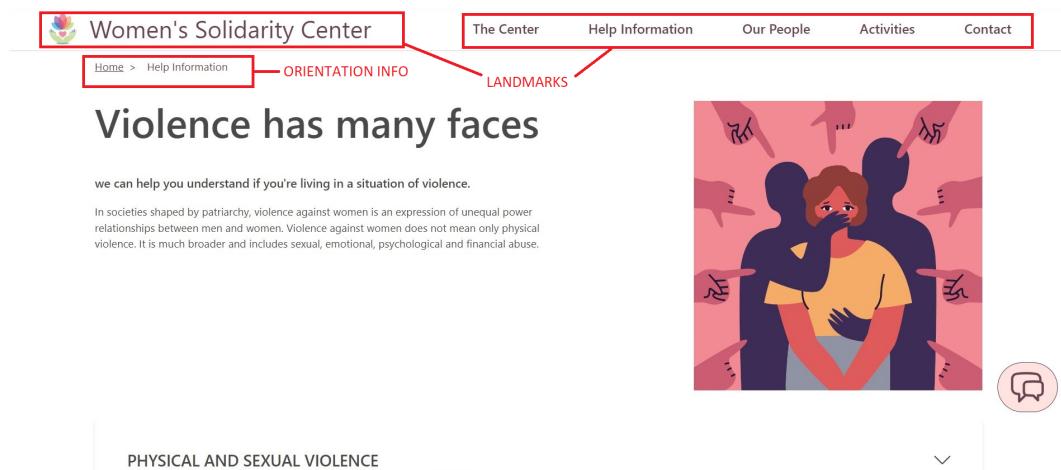


Figure 2: Help Information 1 - Screenshot

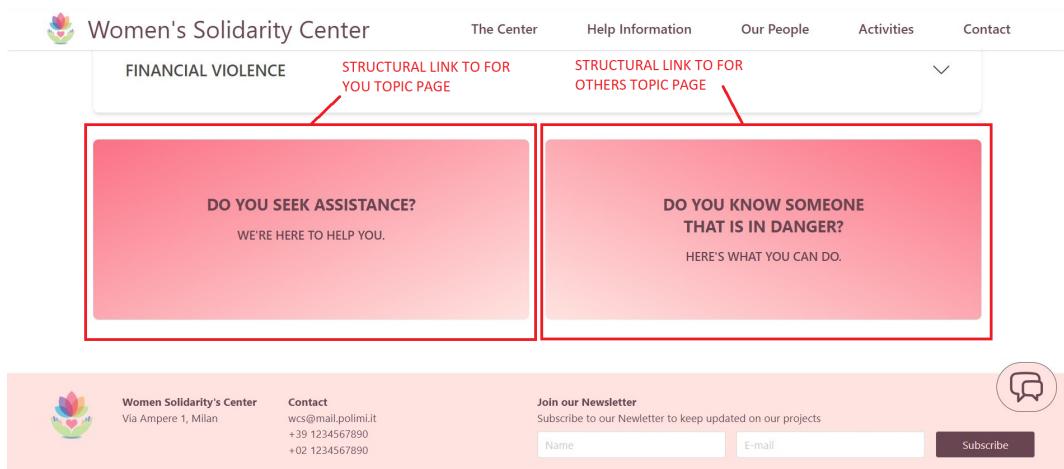


Figure 3: Help Information 2 - Screenshot

### 3.1.3 For you page

The "For You" page explains how the Women's Solidarity Center can provide assistance, as shown in Figure 4. This page contains two structural links to redirect the user to the Help Info Topic page, illustrated in Figure 5, and the "For Others" page, depicted in Figure 6.

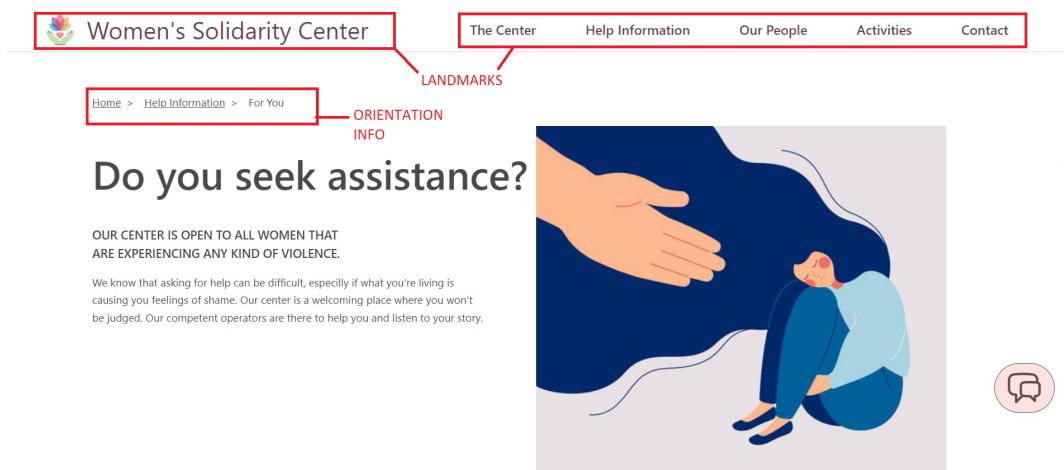


Figure 4: For You 1 - Screenshot

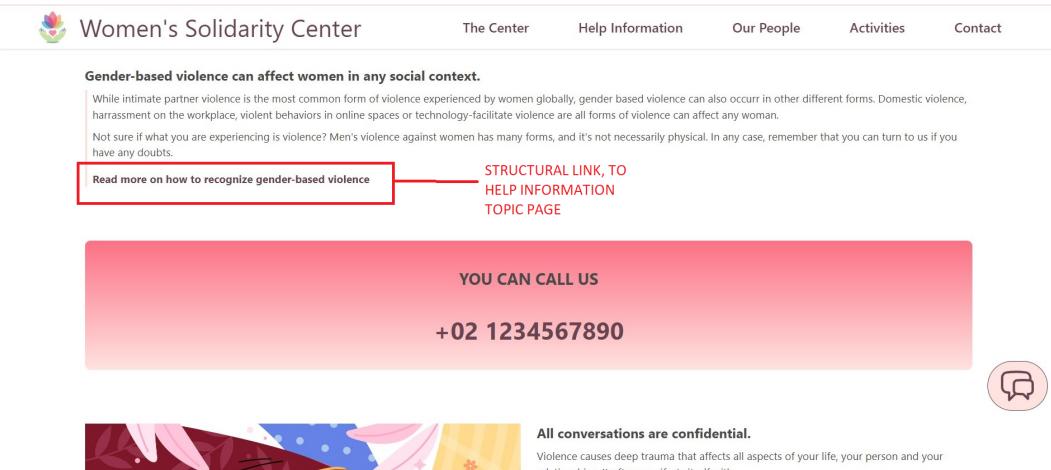


Figure 5: For You 2 - Screenshot

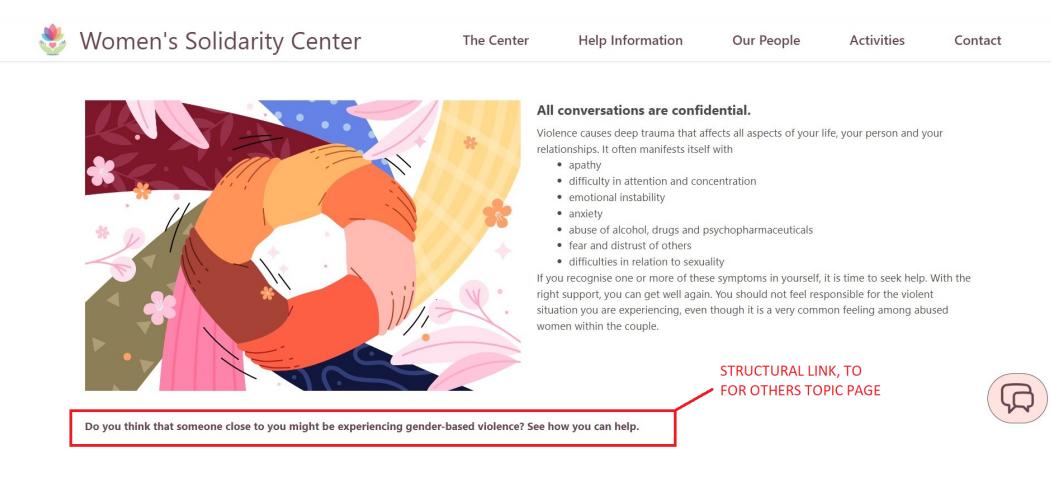


Figure 6: For You 3 - Screenshot

### 3.1.4 For Others page

The "For Others" page follows the same structure as the previous one. It provides explanations, as shown in Figure 7, and includes structural links that the user can click to navigate to the Help Information page, illustrated in Figure 8, and the "For You" page, depicted in Figure 9.

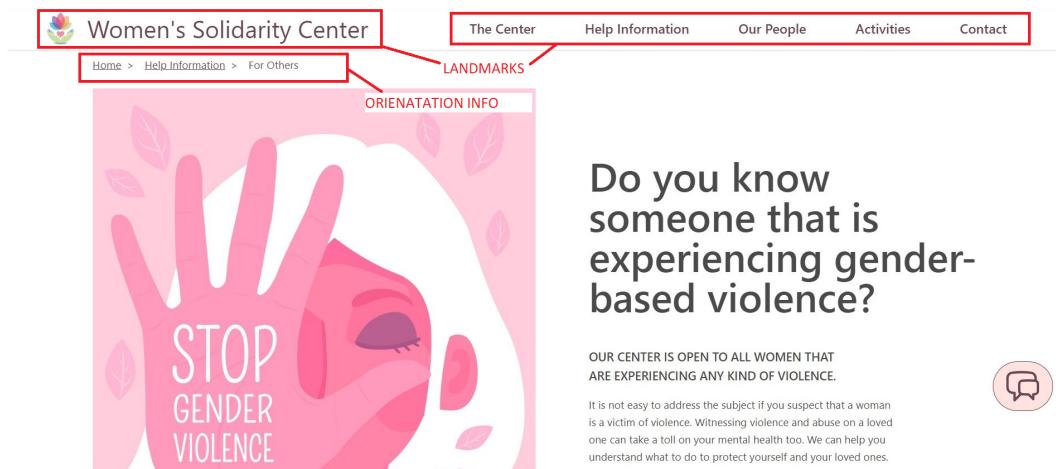


Figure 7: For Others 1 - Screenshot

**Gender-based violence can affect women in any social context.**

While intimate partner violence is the most common form of violence experienced by women globally, gender based violence can also occur in other different forms. Domestic violence, harassment on the workplace, violent behaviors in online spaces or technology-facilitate violence are all forms of violence can affect any woman.

Not sure if what you have witnessed is violence? Men's violence against women has many forms, and it's not necessarily physical. In any case, remember that you can turn to us if you have any doubts.

**Being a witness of violence on a loved one is not easy.**

Friends, relatives, partners often do not know how to deal with the situation and suffer the effects of the trauma on themselves. If you find yourself in this condition, a key step is to seek support for yourself and to support the woman next to you.

**Take care of your mental health.**

Often discovering situation of abuse is disorienting and triggers strong reactions and judgmental thoughts. You could feel angry and impotent, or your first reaction could be of blaming her for not taking action or for behaving in unusual ways. Recognize that these feelings are common, but they're not helpful in supporting your loved one, and consider psychological support to be able to react in a constructive way to the

**Offer support.**

Give her a concrete support: read information with her, offer to accompany her to an anti-violence center first time. Give her a hand in managing daily difficulties, such as taking care of the house or children. Show her your willingness to listen and if she opens up to you, try to listen without judging. If she is not addressing the situation but you suspect something raise the issue by asking the questions gently and without

Figure 8: For Others 2 - Screenshot

**Women's Solidarity Center**

One of our operators to express your doubts and assess the situation. Our operators will answer all your questions and will point you in the right direction for helping your loved one.

**CALL US**  
+39 1234567890  
Our operators will answer all your questions.

**Are you experiencing a situation of violence? We can help you**

**STRUCTURAL LINK, TO FOR YOU TOPIC PAGE**

**Join our Newsletter**  
Subscribe to our Newsletter to keep updated on our projects

Figure 9: For Others 3 - Screenshot

### 3.1.5 Contact page

The "Contact" page, shown in Figure 10, contains information about the center, including its schedule, phone number, email address, and location.

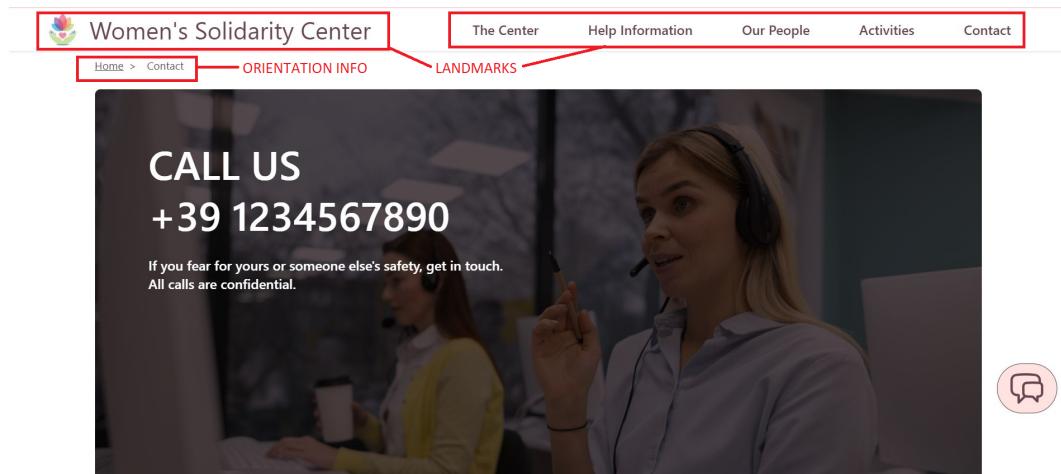


Figure 10: Contact - Screenshot

## 3.2 Introductory pages

This chapter presents the design choices for the introductory pages, where users learn about the group's purpose, activities, and members.

### 3.2.1 Our People page

The people introductory page presented in figure 11 includes a brief text introducing the team as a whole and a description of the principles that unite its members. The main feature of the page is a grid of links to individual employee pages. Each grid element contains a photo of the employee, their full name, and their role at the center. Navigation among group members follows an index pattern.

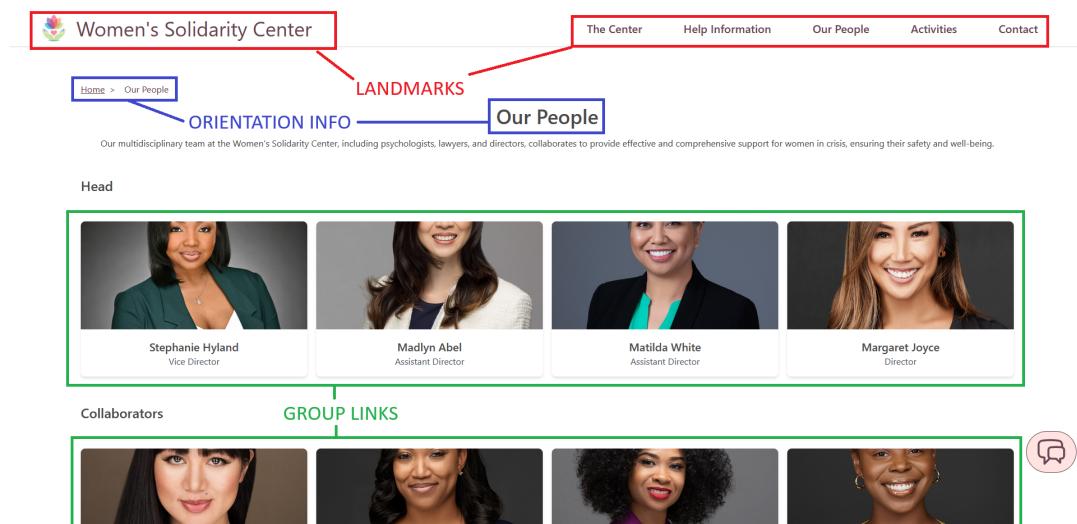


Figure 11: Our people - Screenshot

### 3.2.2 All Activities

The "All Activities" page presented in figure 12 introduces all the association's activities, including its services and projects. These two sections can be accessed by clicking on the corresponding boxes.

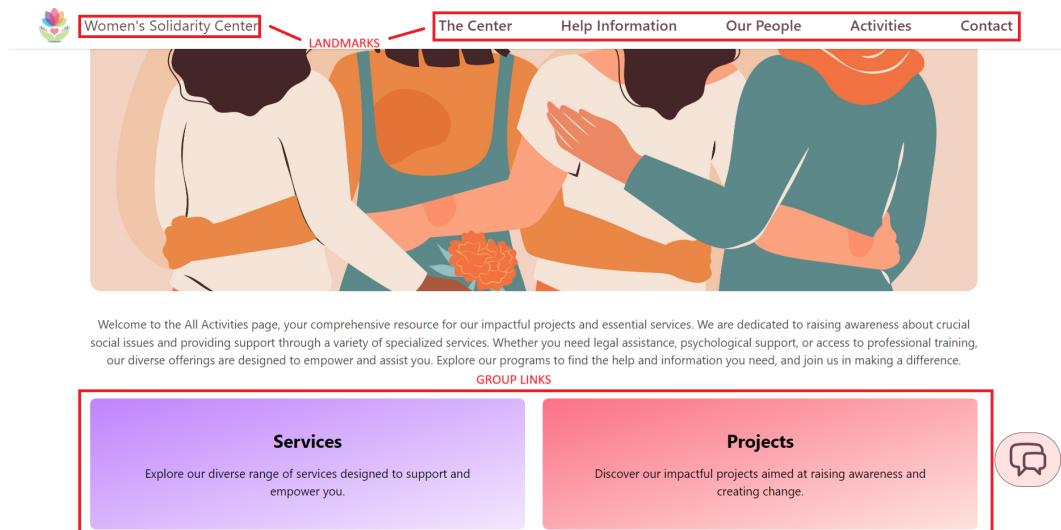


Figure 12: All Activities - Screenshot

### 3.2.3 Our Services

The "Our Services" page presented in figure 13 showcases all the association's services, each presented within a card accompanied by its title and description. Clicking on a card redirects the user to the corresponding service page. In cases where numerous services are featured, a search field is provided.

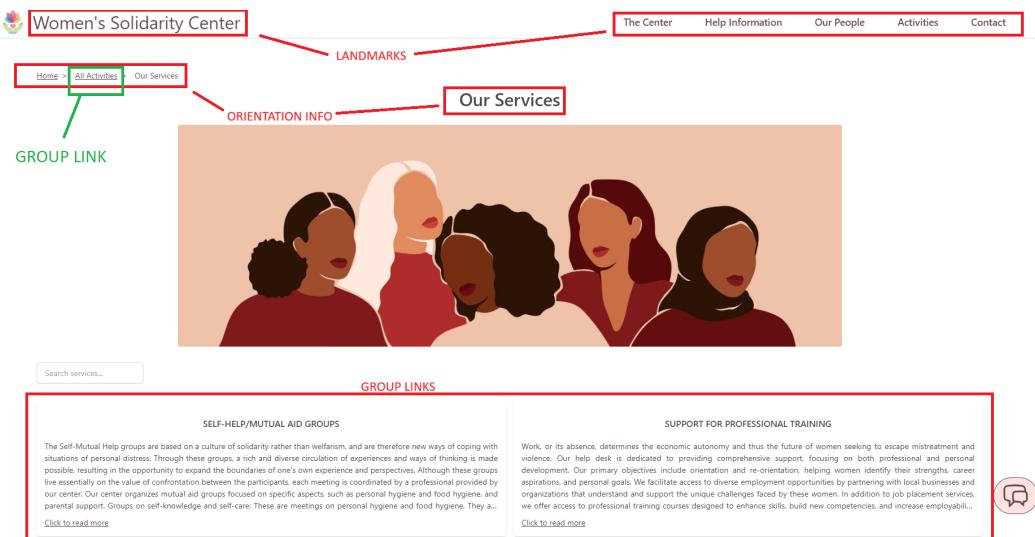


Figure 13: Our Services - Screenshot

### 3.2.4 Our Projects

The "Our Projects" page, shown in Figure 14, displays the various projects of the association. The user can search for a specific project through the search bar. Additionally, the user can click on the project card, which is a group link that redirects to the specified project page.

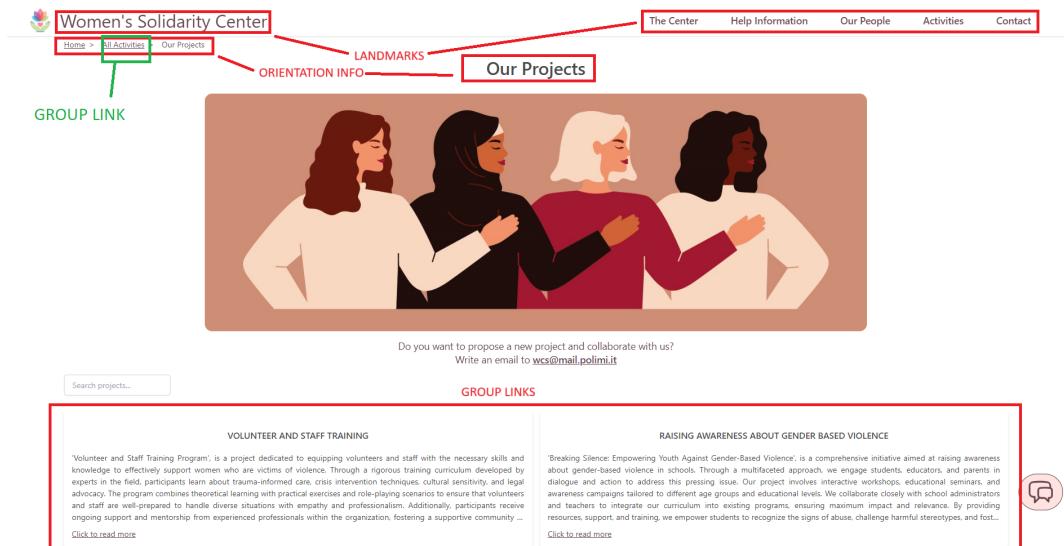


Figure 14: Our Projects - Screenshot

## 3.3 Multiple topic pages

### 3.3.1 Person page

The "Person" page, presented in Figure 15, displays personal information followed by clickable group links that present the person's projects and services, as shown in Figure 16.

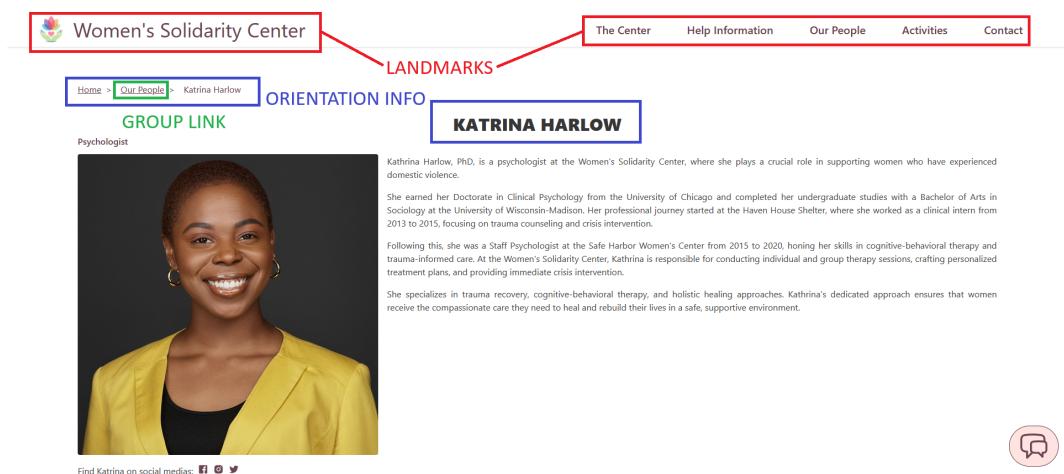


Figure 15: Person 1 - Screenshot

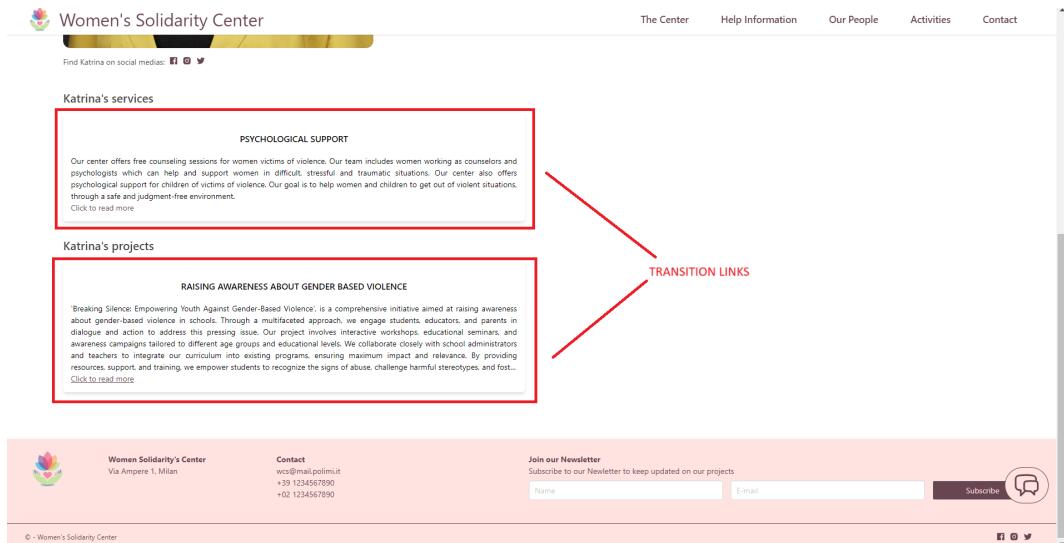


Figure 16: Person 2 - Screenshot

### 3.3.2 Service page

The "Service Page" presented in figure 17 shows the description of the service followed by its manager and practical information about it. By clicking on "read more about [managerName]" the user is redirect to the corresponding person page, as depicted in figure 18. Below these information, a testimonial area is displayed. By clicking on a partial testimony, a pop-up appears with the full testimony. A user is able to send a testimony by filling the input field and sending it.

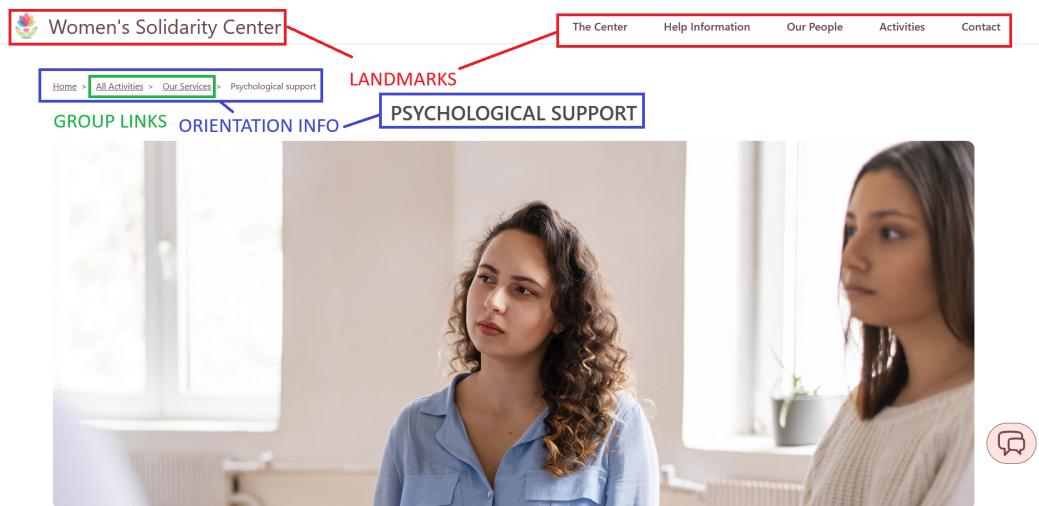


Figure 17: Service 1 - Screenshot

 Women's Solidarity Center

The Center Help Information Our People Activities Contact

Our center offers free counseling sessions for women victims of violence. Our team includes women working as counselors and psychologists which can help and support women in difficult, stressful and traumatic situations. Our center also offers psychological support for children of victims of violence. Our goal is to help women and children to get out of violent situations, through a safe and judgment-free environment.

**Practical Informations**

Women's Solidarity Center  
Via Ampere 1

**Manager**

Katrina Harlow [more about Katrina Harlow](#)

**TRANSITION LINK**



#### Testimonials

The counseling sessions at the center have been incredibly helpful for me and my children. The women counselors and psychologists provided a supportive environment where we could express ourselves freely. Their guidance helped us cope with the challenges of escaping violence and rebuilding our lives. Knowing that we had a safe haven to turn to made all the difference. I'm thankful for their dedication ...

[Click to read more](#)

The free counseling sessions at the center have been a lifeline for me during a challenging time. The women counselors and psychologists provided a safe space where I could open up about my experiences without fear of judgment. Their support has been invaluable in helping me navigate through the trauma and find ways to move forward. Knowing that they also offer psychological support for ...

[Click to read more](#)

The counseling sessions at the center have been really helpful for me and my kids. The counselors and psychologists there are understanding and supportive. They've given us good advice on how to deal with everything. It's nice to know we have a place to go where we can talk openly and get the help we need. I appreciate what they've done for us.

[Click to read more](#)

Figure 18: Service 2 - Screenshot

### 3.3.3 Project page

The "Project" page, shown in Figure 19, presents the specified project. The user can click on the manager link, which serves as a direct link to the manager's personal page.

 Women's Solidarity Center

The Center Help Information Our People Activities Contact

[LANDMARKS](#)

[GROUP LINKS](#)

[ORIENTATION INFO](#)

[SELF-DEFENSE COURSES](#)

[Managed by: Silvia Lyons](#)

**TRANSITION LINK**



Figure 19: Project - screenshot1

## 4 Interaction Scenarios

In this sections are presented some interaction scenarios that represent significant use cases for the website. The following scenarios are used to go over the main sections and features of the website.

### 4.1 Scenario 1: victim of domestic violence

A young woman, mother of 2 children, is experiencing a tense and slowly escalating family situation because of the violent inclinations of her husband. She shares her concerns to a friend, that suggests her the Women's Solidarity Center's website to push her to seeking support. The woman opens the Center's website and after navigating the homepage, clicks on the *Do you Need Help* link. Not being sure about her situation, she decides to read more about gender-based violence. With a more clear view of what she's experiencing, she decides to see if there is a service offered by the center that can suit her situation. Wanting to know more about how the center can help her, she clicks on the ChatBot icon and asks for more information. She eventually goes to the Contacts page, to see where the center is located and to book an appointment.

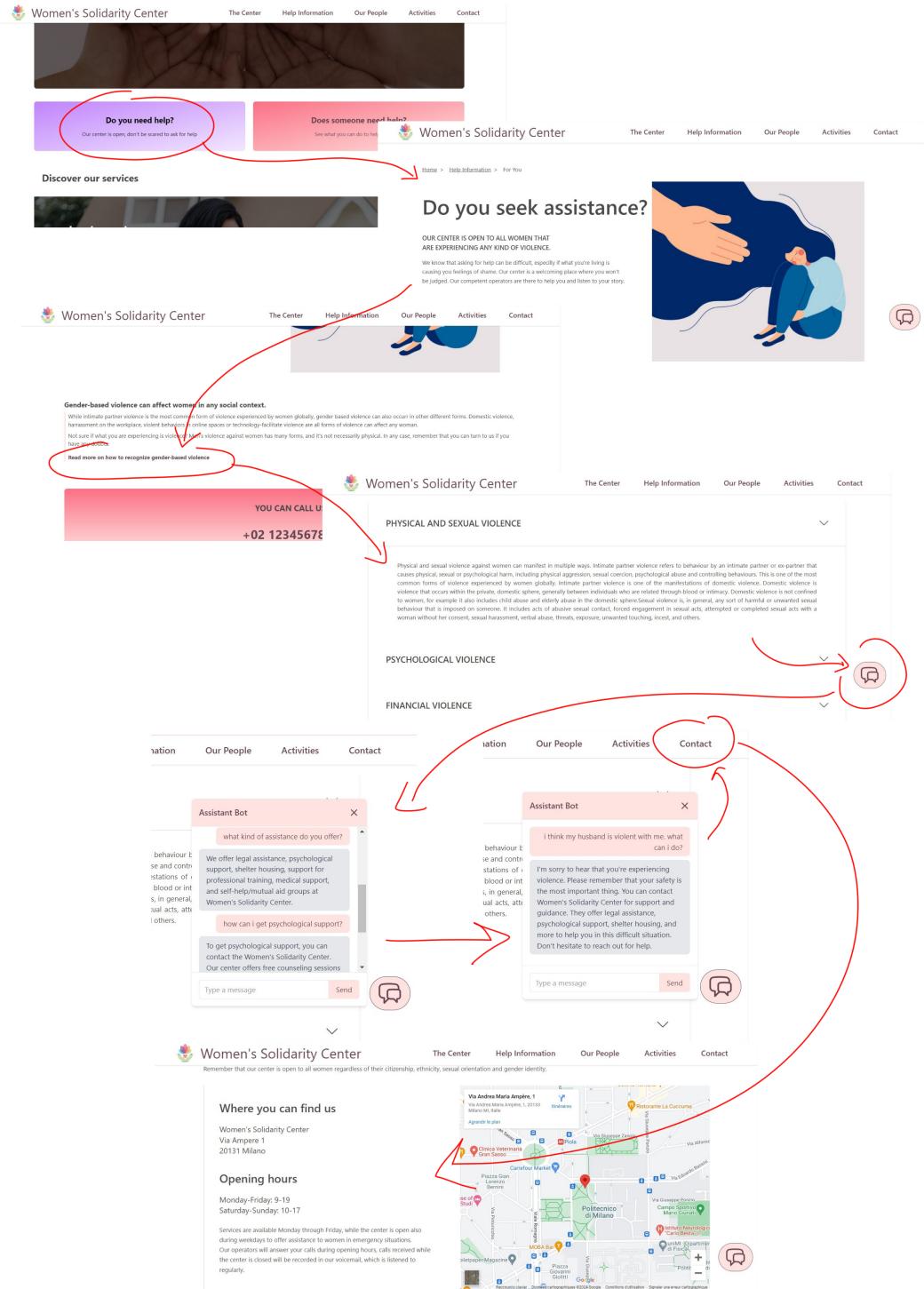


Figure 20: Miniature screenshots for Scenario 1

## 4.2 Scenario 2: person who wants to apply as employee

A woman who is deeply concerned about gender-based violence wants to make a difference and is interested in volunteering at the Women's Solidarity Center. She visits the website and, after glancing at the homepage, clicks on the 'Activities' landmark. Upon discovering that the center offers both services and projects, she

tries to click on the "Our Projects" button and navigating through this section she finds the 'Volunteer and Staff Training' project. She clicks on the relevant project to read more about its specifics. At the bottom of the project description, she finds an email address to contact if interested in applying as a volunteer.

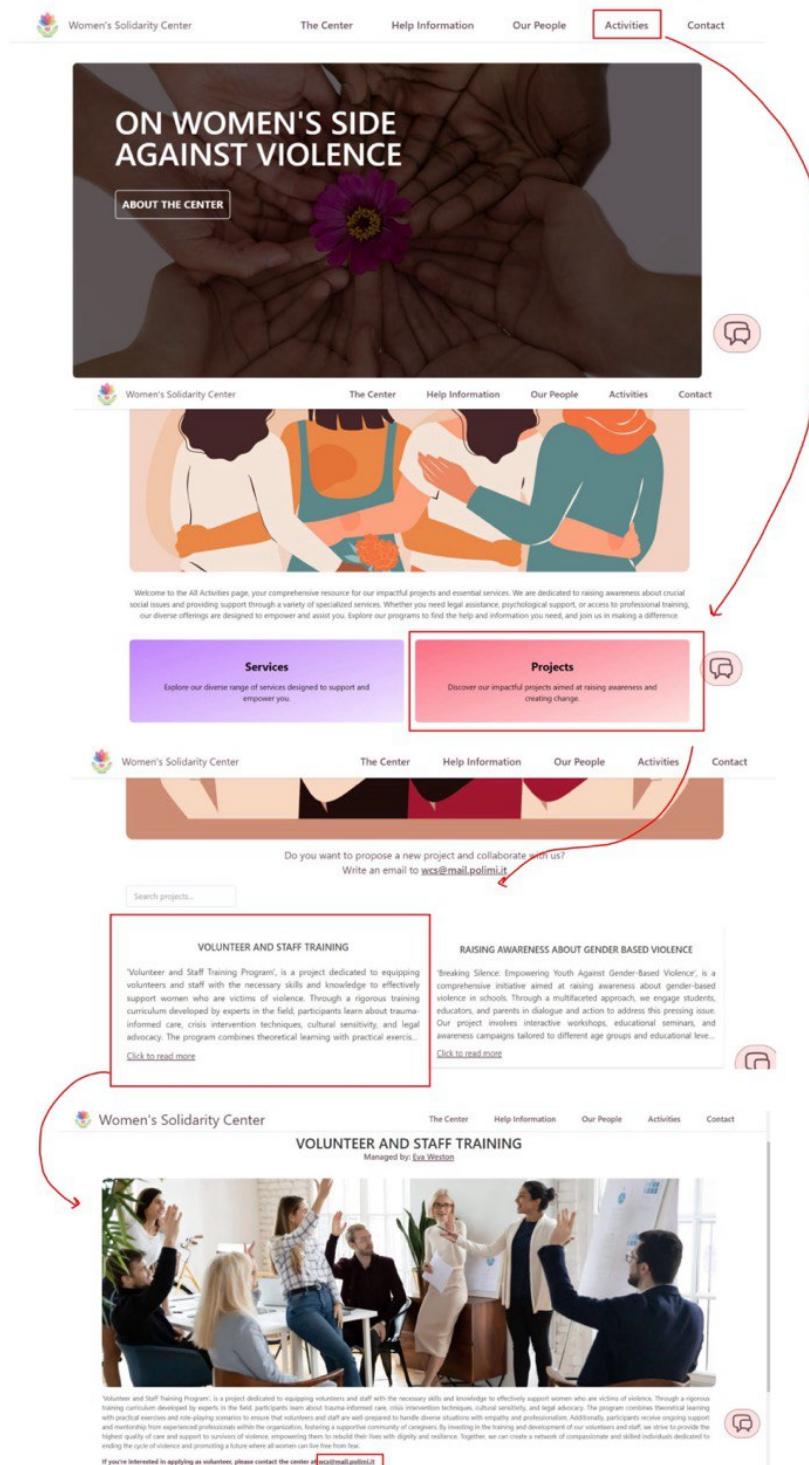


Figure 21: Miniature screenshots for Scenario 2

### 4.3 Scenario 3: research about a specific service

After having heard about the specific service "Support for professional training" from a newspaper that recommended it, a manager of a company would like to take advantage of it. Thus, she decides to visit the Women's Solidarity Center website. She first asks the bot for some information about this service. After reading the bot's answer, she wants to go to the service page. To do so, there are two possibilities:

- On the home page, she can find the carousel "Discover our services" and click on it when the specific service is displayed. But it's possible that the service isn't displayed by the carousel (only five are shown) as shown in figure 22;
- She can go to the navBar and click on Our Services, then search through the search bar for the specified service or by scrolling on the page. Once she finds the project, she can click on it to access the dedicated service page as shown in figure 23.

Once on the dedicated service page, she can read the description, read the practical information, and more information about the service manager by clicking on the transition link as shown in figure 24 and finally find testimonials. She can read the full testimony by clicking on it. And after using the service, she will be able to send a testimony if she wants!

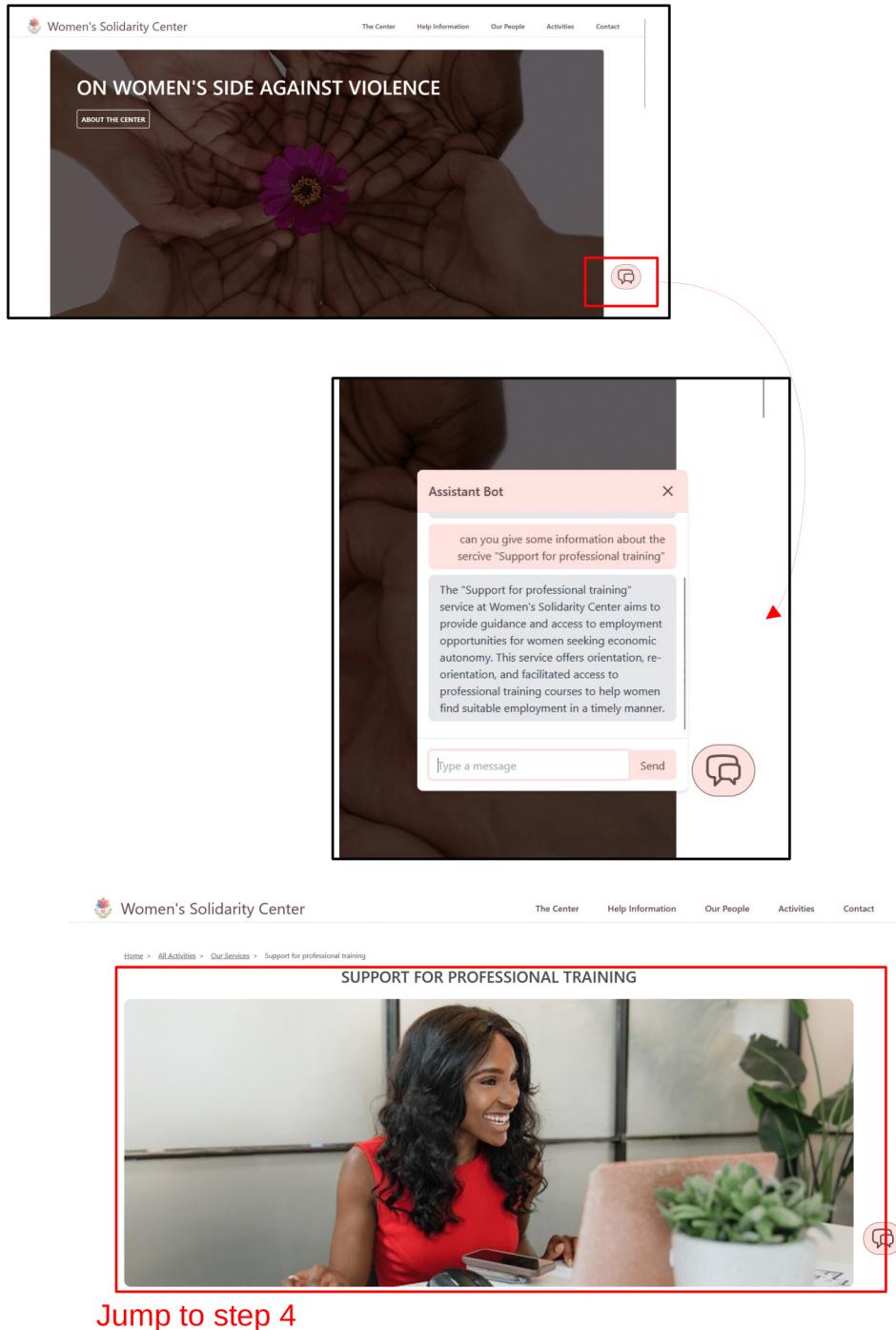


Figure 22: Miniature screenshots for Scenario 3

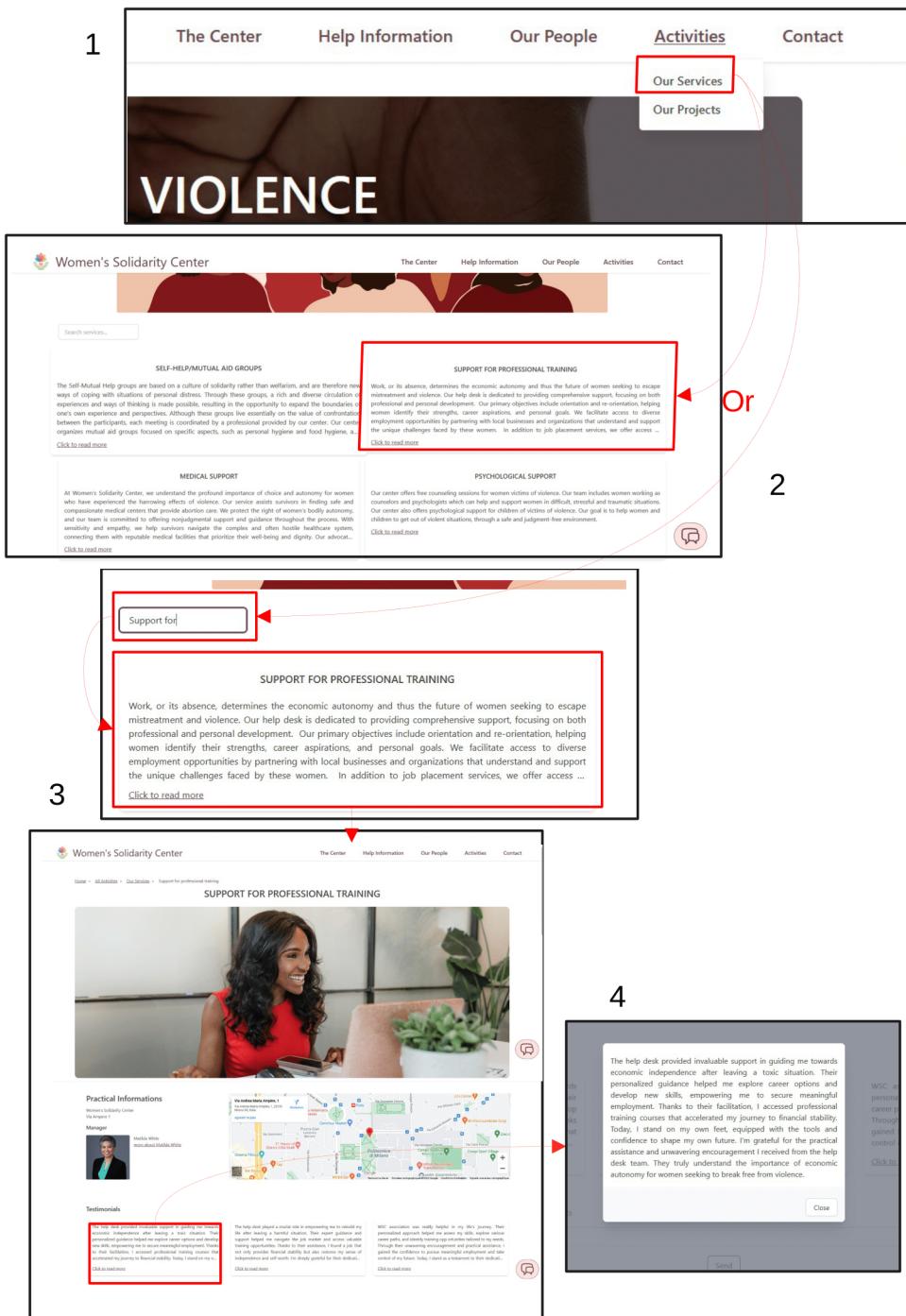


Figure 23: Miniature screenshots for Scenario 3

**Practical Informations**

Women's Solidarity Center  
Via Ampere 1  
Milano MI, Italy

**Manager**

[Matilda White](#) [more about Matilda White](#)

**Testimonials**

The help desk provided invaluable support in guiding me towards economic independence after leaving a toxic situation. Their personalized guidance helped me explore career options and develop new skills, empowering me to secure meaningful employment. Thanks to their facilitation, I accessed professional training courses that accelerated my journey to financial stability. Today, I stand on my o... [Click to read more](#)

The help desk played a crucial role in empowering me to rebuild my life after leaving a harmful situation. Their expert guidance and support helped me navigate the job market and access valuable training opportunities. Thanks to their assistance, I found a job that not only provides financial stability but also restores my sense of independence and self-worth. I'm deeply grateful for their dedicated... [Click to read more](#)

WSC association was really helpful in my life's journey. Their personalized approach helped me assess my skills, explore various career paths, and identify training opportunities tailored to my needs. Through their unwavering encouragement and practical assistance, I gained the confidence to pursue meaningful employment and take control of my future. Today, I stand as a testament to their dedication. [Click to read more](#)

**MATILDA WHITE**

Assistant Director

Matilda White, PhD, serves as the Assistant Director at the Women's Solidarity Center, where she plays a crucial role in supporting women victims of domestic violence. She holds a Master of Science in Counseling Psychology from Boston University and a Bachelor of Arts in Psychology from the University of Washington. Matilda's professional journey began as a counseling intern at the Hope House Shelter from 2014 to 2016, followed by her role as a Staff Counselor at the New Beginnings Women's Shelter until 2020. Her experience in these positions honed her skills in trauma-informed care and crisis intervention. As the Assistant Director at the Women's Solidarity Center, Matilda's main responsibilities include overseeing program development, managing daily operations, and providing direct support to clients. She specializes in organizational leadership and program implementation, ensuring that the center's services are effective and responsive to the needs of the women they support. Matilda's dedication and expertise contribute significantly to the center's mission of empowering women and fostering a safe, supportive environment for their recovery and growth.

Figure 24: Miniature screenshots for Scenario 3

## 5 Database Design

This chapter illustrates the database design for the website to be implemented. Both Entity-Relationship Diagram and Relational Tables are provided.

## 5.1 Entity-Relationship Diagram

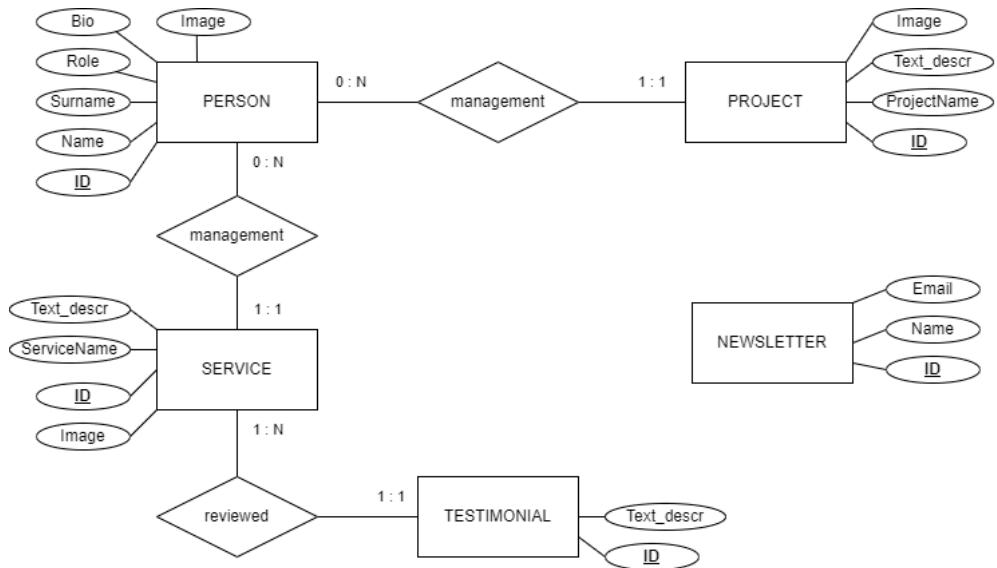


Figure 25: Entity-Relationship Diagram

## 5.2 Relational Tables



Figure 26: Relational Tables Diagram

## 6 Conclusion

The document described in-depth the design process for the website of the *Women's Solidarity Center*, a non-profit organization that helps women victims of violence and their children. Our design choices aimed at creating a simple and easily understandable website, with intiutive navigation and clear content that can aid women in need, which are the main user profile we defined.

## 7 Appendix

### 7.1 Navigation Design

This chapter describes the mapping between the content identified in the previous sections and the pages that will be implemented.

#### 7.1.1 Mapping links into pages (abstract pages)

PAGE FOR KIND OF TOPIC: Person	
Orientation info	Our Staff [text]
Topic contents	Employee name: [text] Employee photo: image; Main expertise: text; Employee description: text (max. 300 words);
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group links	Our People
Transition Links	MEMBERS PREVIEW: LIST OF[service's name, service's description]; MEMBERS REVIEW: LIST OF[project's name, project's description]

Table 11: Person Page

INTRODUCTORY PAGE OF KIND OF TOPIC: Our Projects	
Orientation info	Our Projects
Topic contents	Our projects: title; Introductory picture: image
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group links	All Activities; MEMBERS REVIEW: LIST OF[project's name, project's description]

Table 12: Our Projects Page

PAGE FOR KIND OF TOPIC: Project	
Orientation info	Our Projects
Topic contents	Project name: text; Project manager's name; Project's picture:image; Project description: text (max. 300 words);
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group links	All Activities; Our Projects
Transition links	Project manager's name

Table 13: Project Page

INTRODUCTORY PAGE OF KIND OF TOPIC <i>Our Services</i>	
Orientation info	Our Services
Topic contents	Introductory picture: image;
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group links	All Activities; MEMBERS PREVIEW: LIST OF[service name, service description]

Table 14: Our Services Page

PAGE FOR KIND OF TOPIC <i>Service</i>	
Orientation info	Service name: text
Topic contents	Service name: text; Service picture: image; Service description: text(max. 300 words); Practical information: text (max. 10 words); Manager picture: image; Manager's name; Map; Testimonials: LIST OF [description]
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group links	All Activities; Our Services
Transition Links	more about "Manager's name"

Table 15: Service Page

TOPIC PAGE: <i>The Center</i>	
Orientation Info	The Center
Topic Contents	About Us: title; Representative image for the center: image; Description of the center's history: [text];Description of the center's purpose/mission: [text]; What the center has done so far: <text, data>
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons

Table 16: The Center Page

TOPIC PAGE: <i>Contacts</i>	
Orientation Info	Contacts
Topic Contents	Contacts: title; Contact information (phone numbers, WhatsApp, email): [text]; More details on how the center can help/- confidentiality: [text]; Practical info/opening hours: [text]; Practical info/location: interactive map
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons

Table 17: Contacts Page

<b>TOPIC PAGE: Help Information - About Domestic Violence</b>	
Orientation Info	Help Information
Topic Content	Violence Has Many Faces: title; Representative image: image; About domestic violence: [text]; Types of violence: <title, text>
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Structural Links	Link: Help - for you; Link: Help - for someone you know

Table 18: About Domestic Violence Page

<b>TOPIC PAGE: Help Information - For you</b>	
Orientation Info	Help Information
Topic Contents	Do you seek assistance?: title; Representative image: image; How to recognize situations of violence, steps to take: [text]; Contact information: [text]
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Structural Links	Link: About domestic violence; Link: Help - For someone you know

Table 19: For You Page

<b>TOPIC PAGE: Help Information - For Others</b>	
Orientation Info	Help Information
Topic Contents	Do you know someone that is experiencing gender-based violence?: title; Representative image: image; How to recognize situations of violence: [text]; what you can do for her: [text]; what you can do for yourself: [text]
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Structural Links	Link: About domestic violence; Link: Help - For you

Table 20: For Others Page

<b>INTRODUCTORY PAGE: Our People</b>	
Orientation Info	Our People: [text]
Topic Contents	Short page introduction: text (max 50 words);
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group Links	MEMBERS PREVIEW: LIST OF[Person's thumbnail picture:image, Person's name: text, Role: text];

Table 21: Our People Page

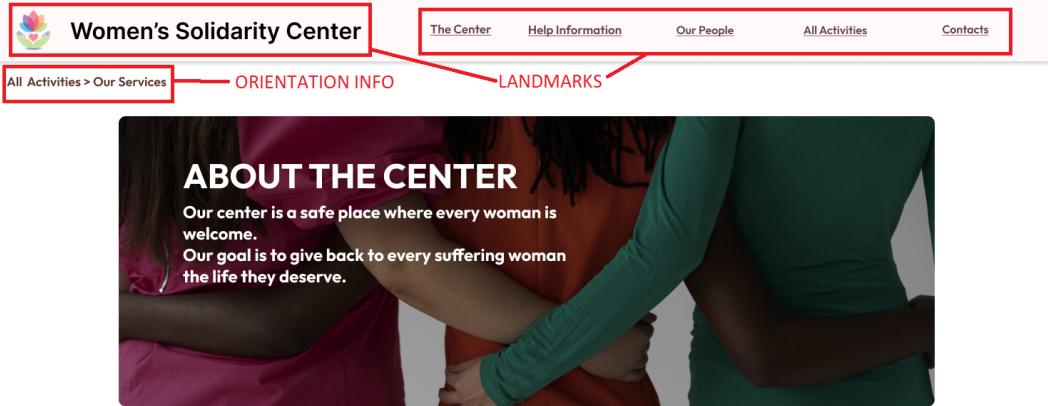
<b>INTRODUCTORY PAGE: <i>All Activities</i></b>	
Orientation Info	All activities: text
Topic Content	All Activities (title): text; Introductory picture: image; Short page introduction: text (max. 50 words);
Landmarks	The center; Help information; Our People; Activities; Contact; Social icons
Group Links	Services: text; Projects: text

Table 22: All Activities Page

## 8 Commented High Fidelity Wireframes

### 8.1 Single topic pages

#### 8.1.1 The Center page



#### Our Mission

Our mission is to support each woman to become economically independent, influential, rich in dignity and wisdom: a woman who knows the value of diversity and is able to interact with other women on the basis of solidarity. Our shelter is conceived as places of protection, empowerment and re-planning of life for women and children affected by violence. Even if supporting and protecting women and their children suffering from abuse is the main focus of our Center's activity, our Center also manages different projects to raise awareness about gender based violence and to give women tools to protect themselves in situations of risk.

#### Our History

Women's Solidarity Center was founded in 2010 with the aim of bringing out, knowing, combating, preventing and overcoming gender-based violence. From the outset, the Center has been clear that discrimination, marginalisation and oppression against women is a widespread, serious, complex social phenomenon that only specific skills can effectively combat. Since it was founded, the Center helped more than 15 000 women escape from situations of abuse and violence, helping them regaining their freedom and autonomy. Over the course of the years the Center also received consensus, support and funding for its projects, both nationally and internationally.

#### Helping women in difficulty since 2010.

<b>14</b> years of activity	<b>15,000</b> women helped	<b>25</b> funded projects
--------------------------------	-------------------------------	------------------------------

The footer section includes the Women's Solidarity Center logo. To the left, there is a 'Name of the center' field containing 'Via Ampere 1'. In the center, there is a 'Contacts' section with email ('example@mail.polimi.it'), phone ('+39 1234567890'), and fax ('+02 1234567890'). To the right, there is a 'Newsletter' section with fields for 'Name' and 'Email'. At the bottom, there are social media icons for Facebook, Instagram, and X (Twitter).

Figure 27: The Center - HFW

### 8.1.2 Help Information page

**Women's Solidarity Center**

The Center    Help Information    Our People    All Activities    Contacts

Help information: about violence    LANDMARKS

ORIENTATION INFO

**VIOLENCE HAS MANY FACES.**

**we can help you understand if you're living a situation of violence.**

In societies shaped by patriarchy, violence against women is an expression of unequal power relationships between men and women. Violence against women does not mean only physical violence. It is much broader and includes sexual, emotional, psychological and financial abuse.



**Physical and sexual violence**

Physical and sexual violence against women can manifest in multiple ways. Intimate partner violence refers to behaviour by an intimate partner or ex-partner that causes physical, sexual or psychological harm, including physical aggression, sexual coercion, psychological abuse and controlling behaviours. This is one of the most common forms of violence experienced by women globally. Intimate partner violence is one of the manifestations of domestic violence. Domestic violence is violence that occurs within the private, domestic sphere, generally between individuals who are related through blood or intimacy. Domestic violence is not confined to women, for example it also includes child abuse and elderly abuse in the domestic sphere. Sexual violence is, in general, any sort of harmful or unwanted sexual behaviour that is imposed on someone. It includes acts of abusive sexual contact, forced engagement in sexual acts, attempted or completed sexual acts with a woman without her consent, sexual harassment, verbal abuse, threats, exposure, unwanted touching, incest, and others.

**Psychological violence**

**Financial violence**

**DO YOU SEEK ASSISTANCE?  
we're here to help you**

**DO YOU KNOW SOMEONE THAT IS IN DANGER?  
here's what you can do**

STRUCTURAL LINKS

Name of the center  
Via Ampere 1

Contacts  
example@mail.polimi.it  
+39 1234567890  
+02 1234567890

Newsletter  
Subscribe to stay in touch  
Name  Email

©WebsiteName

f o X

Figure 28: Help Information - HFW

### 8.1.3 For you page

**Women's Solidarity Center**

The Center Help Information Our People All Activities Contacts

Help information: for you

LANDMARKS

ORIENTATION INFO

**DO YOU SEEK ASSISTANCE?**  
**Our center is open to all women that are experiencing any kind of violence.**

We know that asking for help can be difficult, especially if what you're living is causing you feelings of shame. Our center is a welcoming place where you won't be judged. Our competent operators are there to help you and listen to your story.



**Gender-based violence can affect women in any social context**

While intimate partner violence is the most common form of violence experienced by women globally, gender based violence can also occur in other different forms. Domestic violence, harassment on the workplace, violent behaviors in online spaces or technology-facilitate violence are all forms of violence can affect any woman. Not sure if what you are experiencing is violence? Men's violence against women has many forms, and it's not necessarily physical. In any case, remember that you can turn to us if you have any doubts.

> see more: about violence

STRUCTURAL LINK

**YOU CAN CALL US**  
**+02 123456789**



**All conversations are confidential.**

Violence causes deep trauma that affects all aspects of your life, your person and your relationships. It often manifests itself with:

- apathy
- difficulty in attention and concentration
- emotional instability
- anxiety
- abuse of alcohol, drugs and psychopharmaceuticals
- fear and distrust of others
- difficulties in relation to sexuality

If you recognise one or more of these symptoms in yourself, it is time to seek help. With the right support, you can get well again. You should not feel responsible for the violent situation you are experiencing, even though it is a very common feeling among abused women within the couple.

> Do you know someone that is in danger? See how you can help

STRUCTURAL LINK

	Name of the center Via Ampere 1	Contacts example@mail.polimi.it +39 1234567890 +02 1234567890	Newsletter Subscribe to stay in touch Name <input type="text"/> Email <input type="text"/>
---	------------------------------------	--	---

WebsiteName

f o X

Figure 29: For You - HFW

### 8.1.4 For Others page

**LANDMARKS**

**ORIENTATION INFO**

**STRUCTURAL LINK**

**STRUCTURAL LINK**

**STRUCTURAL LINK**

Figure 30: For Others - HFW

### 8.1.5 Contact page

**Women's Solidarity Center**

The Center Help Information Our People All Activities Contacts

Contacts ORIENTATION INFO LANDMARKS

**WHERE YOU CAN FIND US**

Women's Solidarity Center  
Via Ampere 1  
20131 Milano

**OPENING HOURS**

- Monday-Friday: 9-19
- Saturday-Sunday: 10-17

Services are available Monday through Friday, while the center is open also during weekdays to offer assistance to women in emergency situations. Our operators will answer your calls during opening hours, calls received while the center is closed will be recorded in our voicemail, which is listened to regularly.

**All Our Contacts**

**PHONE NUMBER**  
+ 02 1234567890

**WHATSAPP**  
+39 1234567890

**EMAIL**  
example@mail.polimi.it

Name of the center  
Via Ampere 1

Contacts  
example@mail.polimi.it  
+39 1234567890  
+02 1234567890

Newsletter  
Subscribe to stay in touch

Name \_\_\_\_\_ Email \_\_\_\_\_

Figure 31: Contact - HFW

## 8.2 Introductory pages

### 8.2.1 Our People page

The screenshot shows the 'Our People' page of the Women's Solidarity Center website. The page has a clean, modern design with a white background and a green header bar.

**Navigation Bar:**

- Women's Solidarity Center
- The Center
- Help Information
- Our People** (highlighted)
- Activities
- Contact

**Breadcrumb:** Home > Our People

**Main Title:** TRANSITION LINKS

**Section Title:** Our People

**Orientation Info:**

Head	Stephanie Hyland Vice Director	Madlyn Abel Assistant Director	Matilda White Assistant Director	Margaret Joyce Director
------	-----------------------------------	-----------------------------------	-------------------------------------	----------------------------

**Group Links:**

Sophia Smith Lawyer	Eva Weston Social Worker	Gemma Derricks Lawyer	Katrina Harlow Psychologist
Donna Rhodes Medical Assistant	Chloe Mercy Psychologist	Silvia Lyons Social Worker	Anya Perkins Psychologist
Grace Wilder Medical Assistant	Malvina Black Psychologist	Darcie Gladwin Psychologist	Lily Reeves Medical Assistant
Violet York Social Worker	Julie Minett General Coordinator	Lila Parish Social Worker	Angel Brierley Social Worker

**Footer:**

Women Solidarity Center  
Via Appio 1, Milan

Contact  
mail@solidaritycenter.it  
+39 1234567890  
+02 1234567890

Join our Newsletter  
Subscribe to our Newsletter to keep updated on our projects.

Name: \_\_\_\_\_ E-mail: \_\_\_\_\_ Subscribe

Social Media:

Figure 32: Our people - HFW

## 8.2.2 All Activities

The screenshot illustrates the 'All Activities' page of the Women's Solidarity Center website. The page is organized with several red annotations:

- LANDMARKS:** Points to the top navigation bar which includes 'The Center', 'Help Information', 'Our People', 'All Activities', and 'Contacts'.
- ORIENTATION INFO:** Points to the breadcrumb trail 'Home > All Activities' and the main title 'All Activities'.
- GROUP LINKS:** Points to the two main sections at the bottom of the page: 'Services' and 'Projects'.

**Header Navigation:**

- The Center
- Help Information
- Our People
- All Activities
- Contacts

**Breadcrumb Trail:**

- Home > All Activities

**Main Title:**

## Together Against Violence

**Services:**

Explore our diverse range of services designed to support and empower you.

**Projects:**

Discover our impactful projects aimed at raising awareness and creating change.

**Footer Information:**

© Women's Solidarity Center

Women's Solidarity Center  
Via Ampere 1

Contacts  
wsc@mail.polimi.it  
+39 1234567890  
+02 1234567890

Join our Newsletter  
Subscribe to our Newsletter to keep updated on our projects

Name \_\_\_\_\_ Email \_\_\_\_\_ Subscribe

Social Media Links:

Figure 33: All Activities - HFW

### 8.2.3 Our Services

**LANDMARKS**

**ORIENTATION INFO**

**GROUP LINKS**

**Women's Solidarity Center**

The Center   Help Information   Our People   All Activities   Contacts

Home > All Activities > Our Services

**Our Services**

**LEGAL OFFICE**  
Our legal office is made up of women working as lawyers who are experts in civil law and criminal law on gender-based violence and the defense of the rights of women and their children. Women that request this service are then supported through the entire legal route until the final sentence. Our ultimate goal is to change through our work the discriminatory way in which women victims of violence are treated by the legal system. In particular our goals are...  
[Click to read more](#)

**SHELTER HOUSE**  
Our center offers safe and secret housing for women and children that are forced to leave their homes because of a dangerous and violent environment. With our support, they can safely start their path to get out of a violent environment. If you're in a dangerous situation and you need to leave your home, contact us. A member of our staff will guide you through every step to get you to a safe location.  
[Click to read more](#)

**MEDICAL SUPPORT**  
At Women's Solidarity Center, we understand the profound importance of choice and autonomy for women who have experienced the harrowing effects of violence. Our service assists survivors in finding safe and compassionate medical centers that provide abortion care. We protect the right of women's bodily autonomy, and our team is committed to offering nonjudgmental support and guidance throughout the process. With sensitivity and empathy...  
[Click to read more](#)

**PSYCHOLOGICAL SUPPORT**  
Our center offers free counseling sessions for women victims of violence. Our team includes women working as counselors and psychologists which can help and support women in difficult, stressful and traumatic situations. Our center also offers psychological support for children of victims of violence. Our goal is to help women and children to get out of violent situations, through a safe and judgment-free environment.  
[Click to read more](#)

**SUPPORT FOR PROFESSIONAL TRAINING**  
Work, or its absence, determines the economic autonomy and thus the future of women who want to get out of ill-treatment and violence. The objectives of the help desk are the orientation and re-orientation in both professional and personal terms of the women and the facilitation of access to employment opportunities. We also offer facilitated access to professional training courses to help and facilitate women to find suitable employment in the shortest time...  
[Click to read more](#)

**SELF-HELP/MUTUAL AID GROUPS**  
The Self-Mutual Help groups are based on a culture of solidarity rather than welfarism, and are therefore new ways of coping with situations of personal distress. Through these groups, a rich and diverse circulation of experiences and ways of thinking is made possible, resulting in the opportunity to expand the boundaries of one's own experience and perspectives. Although these groups live essentially on the value of confrontation between the participants...  
[Click to read more](#)

© Women's Solidarity Center

[f](#) [o](#) [X](#)

Figure 34: Our Services - HFW

## 8.2.4 Our Projects

**LANDMARKS**

**ORIENTATION INFO**

**Our Projects**

**GROUP LINKS**

Figure 35: Our Projects - HFW

## 8.3 Multiple topic pages

### 8.3.1 Person page

The diagram illustrates the structure of a person page, specifically for Katrina Harlow, with various sections highlighted by red boxes and arrows indicating relationships:

- Header:** "Women's Solidarity Center" logo and navigation menu with links to "The Center", "Help Information", "Our People", "All Activities", and "Contacts".
- Breadcrumbs:** "Home > Our People".
- Section Headers:** "KATRINA HARLOW" (highlighted) and "Psychologist".
- Image:** A portrait photo of Katrina Harlow.
- Text:** A bio paragraph about Katrina Harlow's education, professional journey, and current role.
- Social Media:** Links to find her on social media platforms.
- Section: "Katrina's services"**
  - Section Header:** "PSYCHOLOGICAL SUPPORT".
  - Description:** A text block detailing the center's free counseling sessions for women victims of violence.
  - Link:** "Click to read more".
- Section: "Katrina's projects"**
  - Section Header:** "RAISING AWARENESS ABOUT GENDER BASED VIOLENCE".
  - Description:** A text block describing the 'Breaking Silence' initiative.
  - Link:** "Click to read more".
- Annotations:**
  - A red box labeled "LANDMARKS" points to the header and breadcrumbs.
  - A red box labeled "ORIENTATION INFO" points to the section headers and image.
  - A red box labeled "TRANSITION LINKS" points from the "Katrina's services" section to the "Katrina's projects" section.

The footer navigation bar includes:

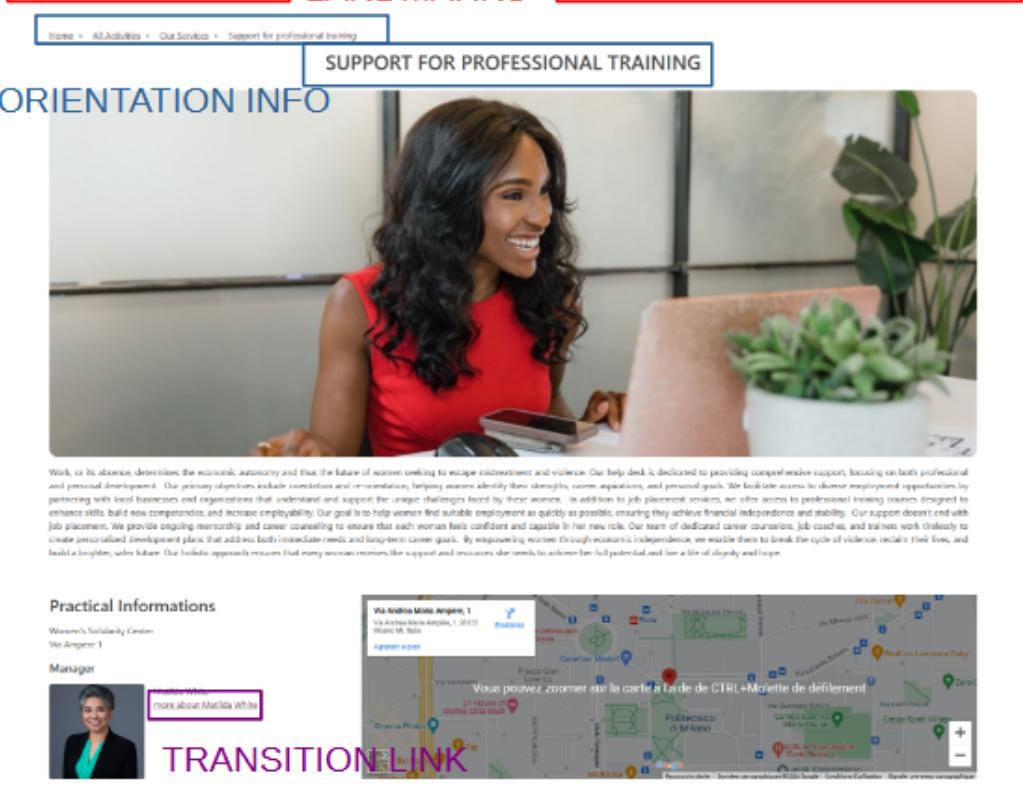
- "Women's Solidarity Center" logo and address: "Via Ampere 1".
- Contacts:** "wsc@mail.polimi.it", "+39 1234567890", "+02 1234567890".
- Join our Newsletter:** "Subscribe to our Newsletter to keep updated on our projects". Input fields for "Name" and "Email", and a "Subscribe" button.
- Social media icons for Facebook, Instagram, and X.

Figure 36: Person page - HFW

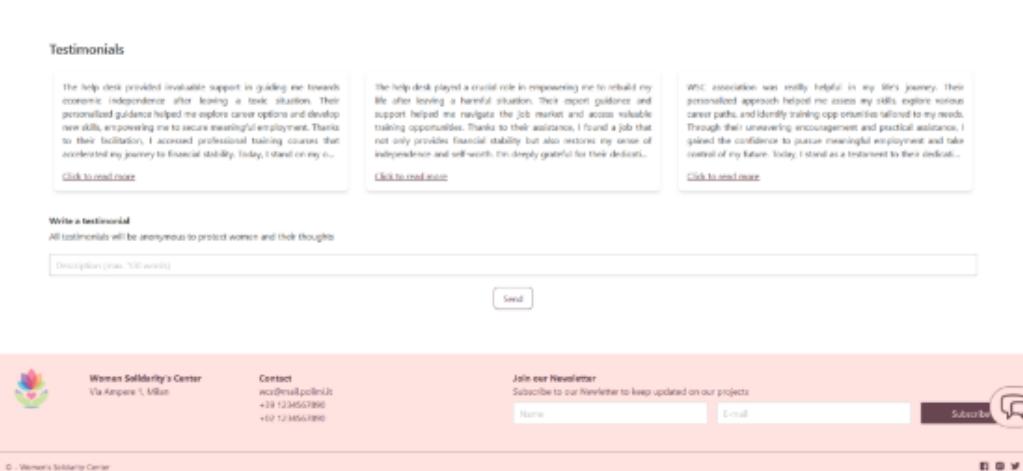
### 8.3.2 Service page



The screenshot shows the Women's Solidarity Center website. At the top, there is a navigation bar with links to "The Center", "Help Information", "Our People", "Activities", and "Contact". Below the navigation bar, there is a breadcrumb menu: "Home > All Activities > Our Services > Support for professional training". A red box highlights the word "LANDMARKS" in the main heading. Below the heading, there is a sub-section titled "SUPPORT FOR PROFESSIONAL TRAINING" with a sub-sub-section titled "ORIENTATION INFO". A large image of a woman smiling is displayed. To the left of the image, there is a text block about the help desk's role in providing support for professional development. To the right of the image, there is a map of Milan with a red dot indicating the center. Below the map, there is a section titled "Practical Informations" with contact details for the manager, Matilda White. There is also a "TESTIMONIALS" section with two testimonial snippets and a "Write a testimonial" form at the bottom.



The screenshot shows the same website layout as above, but the main heading is now "TRANSITION LINK". The "LANDMARKS" section is still present. The "Practical Informations" section includes a photo of Matilda White. The "TESTIMONIALS" section contains two snippets from users who found employment after leaving a difficult situation. The "Write a testimonial" form at the bottom includes a placeholder for a description and a "Send" button.



The screenshot shows the footer of the website. It includes the logo, address ("Women Solidarity's Center, Via Arsenale 1, Milan"), contact information ("Contact: info@wsc.it, +39 1234567890, +69 1234567890"), a "Join our Newsletter" form, and social media links for Facebook, Twitter, and YouTube.

Figure 37: Service page - HFW

### 8.3.3 Project page

**Women's Solidarity Center**

The Center Help Information Our People All Activities Contacts

Home > All Activities > Our Projects

**LANDMARKS**

**VOLUNTEER AND STAFF TRAINING**  
Managed by [Eva Weston](#)

**TRANSITION LINK**

'Volunteer and Staff Training Program' is a project dedicated to equipping volunteers and staff with the necessary skills and knowledge to effectively support women who are victims of violence. Through a rigorous training curriculum developed by experts in the field, participants learn about trauma-informed care, crisis intervention techniques, cultural sensitivity, and legal advocacy. The program combines theoretical learning with practical exercises and role-playing scenarios to ensure that volunteers and staff are well-prepared to handle diverse situations with empathy and professionalism. Additionally, participants receive ongoing support and mentorship from experienced professionals within the organization, fostering a supportive community of caregivers. By investing in the training and development of our volunteers and staff, we strive to provide the highest quality of care and support to survivors of violence, empowering them to rebuild their lives with dignity and resilience. Together, we can create a network of compassionate and skilled individuals dedicated to ending the cycle of violence and promoting a future where all women can live free from fear.

If you're interested in applying as volunteer, please contact the center at [wcs@mail.polimi.it](mailto:wcs@mail.polimi.it)

© Women's Solidarity Center

**Join our Newsletter**  
Subscribe to our Newsletter to keep updated on our projects

Name  Email  Subscribe

Figure 38: Project page - HFW