

Student Staff Procedure for Responding to Victims of Violence

The goal of the Women's Center is to provide victims who have experienced sexual assault, sexual harassment, stalking and/or dating/domestic violence support in a safe and empowering setting. These services include assessing safety and safety planning, discussing options, and informing and/or referring the victim of available resources on and off campus, including but not limited to, the Community Response Team (CRT).

Protocol for student staff: *(This includes all types of violence, including sexual assault, domestic/dating violence, stalking, as well as sexual harassment, gender discrimination and eating disorders.)*

At no point in time should the student get involved in asking for details or providing support/counseling.

**Please remember that any information you receive or hear about is strictly confidential and is not to be discussed anytime outside of the Center and only as needed within the Center.*

Be aware that some victims may not disclose any violence, but may just ask to speak to a counselor/advocate, or may be crying and asking to speak to someone. After receiving a request for counseling/advocacy from a student, the Student Staff should:

Procedure between 8am and 5pm:

1. Phone Call response:

- A. Transfer the call to Kathy. If Kathy is not in the office, the call can go to Kathleen.
- B. If Kathleen is not available and Kathy is on campus, page her at (860) 588-0061.
- C. If Kathy or Kathleen are not available, give student hotline numbers listed below: **Sexual Assault Crisis Center of Eastern Connecticut** - 24 hour hotline - 456-2789 **DV Program of United Services** (domestic/dating violence) - 24 hour hotline - 456-9476
- D. Ask student if they would like to leave their first name and number so that a staff member can call them when she comes in.

2. Walk-in response:

- A. Ask Kathy if she can see the student. If Kathy is not in the office try Kathleen.
- B. If the victim is emotionally distraught, do not leave the student alone, but ask another student staff or Carol to call Kathy. If Kathy is not in the office, ask Kathleen to see the person.
- C. If Kathy or Kathleen is not available:
 - a. Ask the student if she/he would like to leave her/his first name and number so that a staff member can call her/him when she comes in.

- b. Ask the student if she/he would like you to start contacting the people on the CRT list. The first contact would be Lisa-Marie Griffiths at 486-4837 (Women's Clinic). If Lisa-Marie is not available, continue to go down the list of the Community Response Team (attached).

An emotionally distraught student may prefer to have you sit with them while they are waiting or they may prefer to be alone. Try to make the student feel welcome and safe, as you would any other visitor to the Center. Remember, student staff should not get involved in asking for details or providing counseling.

Procedure After 5pm:

After 5:00pm when all full-time staff members are gone let the student know that no full-time staff is available to meet with them at that time.

- A. If the student decides she/he does not need immediate assistance, either ask the student if she/he would like to leave her/his first name and number so that a staff member can contact her/him the next day, or check Kathy's or Kathleen's schedules to set up an appointment.
- B. If the student decides she/he needs immediate assistance, let her/him know that you can either call a Volunteer Advocate, who would respond immediately, or someone from the Sexual Assault Crisis Center or Domestic Violence program, which might take a little longer. If she/he chooses to speak to a Volunteer Advocate contact the Volunteer Advocate on call. The Primary Volunteer Advocate can be paged at: **860-588-6681**. If no one responds after ten minutes try the back-up Volunteer Advocate at: **860-588-7681**. If there is still no response after ten minutes check back with the student to see if she/he would like you to contact the Sexual Assault Crisis Center of Eastern Connecticut at **456-2789** or the Domestic Violence Program of United Services (domestic/dating violence) at **456-9476**.
 - a. The Campus Volunteer Advocate program is part of an initiative of the University of Connecticut's Community Response Team to provide an immediate on-campus resource to UConn students who are victims of sexual assault, domestic or relationship violence, and/or stalking. The Campus Volunteer Advocates will assist survivors in navigating and identifying the resources available within the university community. The Volunteer Advocate will be contacted via pager during the hours of 5pm until 8am Monday through Friday, and 24 hours beginning on Friday at 5pm and ending on Monday at 8am.
 - b. The immediate services the campus resource Advocate will provide are:
 - i. Confidential* crisis support: Services will be provided at Health Services, the police station, a Residential Life pre-determined location or any residential life office.
 1. * The Women's Center wants to clarify that although we are not covered under Conn. Gen. Stat. Section 52-146k "Privileged communications between battered women's or sexual assault counselor and victim," we will take necessary steps to help maintain the confidentiality of those we serve. We do not, as a matter of practice, maintain written records. However, we can be subpoenaed to testify in court. If this occurs we will inform the individual.

- ii. Information and referral about specific departments and support systems available on campus and in the community to victims of sexual assault, domestic/relationship violence and/or stalking.
 - iii. Immediate support for family and friends at the time of initial contact with the victim.
- C. If the student decides she/he needs immediate assistance but would prefer to make the call, give the student the hotline numbers for the Sexual Assault Crisis Center of Eastern Connecticut and the Domestic Violence program. Give her/him the option of calling from a private office here or taking the information with her/him.