



PROCEDURES

REVISED 2016

INTRODUCTION

COALITION AGAINST RAPE & DOMESTIC VIOLENCE OF CALLAWAY COUNTY

The guiding principles in all operations of the Coalition against Rape and Domestic Violence of Callaway County (CARDV) are **SAFETY** and **CONFIDENTIALITY**. Our goal is to increase the safety of our clients while respecting their right to confidentiality.

EMPOWERMENT is the philosophical approach we use in all interactions with clients, volunteers, and staff. The foundation of all our interactions should be guided by honesty and respect.

For victims/survivors of domestic and/or sexual violence who are seeking our services, our policy is not to screen out, but rather to **SCREEN IN**.

All of our services are **TRAUMA-INFORMED, STRENGTHS-BASED** and **EVIDENCE-BASED** to acknowledge histories of violence, repeated harm, and trauma. As employees, volunteers, interns, and representatives of CARDV, will conduct ourselves in a **PROFESSIONAL** manner when working with all community members. We respect community agencies' ideologies and roles in working with shared clients. CARDV staff prides itself in offering an **ACCEPTING, SUPPORTIVE ENVIRONMENT** for victims of domestic and sexual violence. We recognize and respect that clients are doing the best they can to survive in any given situation. **WE WELCOME ALL SURVIVORS OF INTIMATE PARTNER OR SEXUAL VIOLENCE**, regardless of ethnicity, race, color, creed, gender, gender expression, age, veteran status, physical disability, national origin, sexual orientation, sexual identity, genetic information (GINA), religion, marital or familial status, or any other protected class in accordance with applicable laws.

We receive most referrals when victims call the help line, though sometimes victims hear about our services through word-of-mouth. Thus, it is essential that you demonstrate the qualities of an advocate in every interaction—by phone or in person and with clients or community partners—to ensure that potential clients feel comfortable reaching out for our services.

This document includes procedures for staff, interns, and direct service volunteers to have the correct information quickly at hand to best serve the victims, survivors, and families who reach out to CARDV for help. The terms *intern*, *direct service volunteer*, and *volunteer* may be used interchangeably throughout this manual, as they all refer to individuals who have received the required training to provide direct client services free of charge.

The greatest single common denominator about victims of domestic violence is the fact that the overwhelming majority are women. Consequently, feminine pronouns are used in this document when referring to adult victims/survivors and masculine pronouns are used when referring to perpetrators of domestic violence. This should not detract from the understanding that, in some instances, the perpetrator might be female while the victim is male or of the same gender.

The terms **VICTIM** and **SURVIVOR** are both used in this handbook, depending on the context. *Survivor* is, however, preferred as it emphasizes an active, resourceful and creative response to the abuse, in contrast to *victim*, which implies passive acceptance. If you hear staff using the term *victim* instead of *survivor*, it is likely due to our core grants' government classification as being for "victim services."

CONTENTS

Introduction	2
CARDV Services	6
Mission Statement	6
Overview of Services	6
Crisis Intervention.....	6
Medical/Hospital Advocacy	6
Emergency Hotel/Motel Placement	6
Emergency Legal Advocacy	7
Direct Advocacy Services	7
Office Policies and Procedures	7
Leave Request.....	7
Calendars	7
CARDV Buildings	8
Faxes.....	8
Donations.....	8
Calls.....	8
Unexpected drop-offs.....	8
Emergency Procedures	8
Medical Emergency	8
Mental Health Emergency	9
Fire Procedures	9
If you discover a fire:	9
Tornado procedures.....	10
Direct Services Policies and Procedures	10
Confidentiality	10
Exceptions to Confidentiality:	10
Documentation: Types/Forms	11
Documentation Audits.....	11
Call Logs	11
Case Notes (2 clients reviewed)	12
General Case Note Guidelines	12
Client Files	12

Client Numbers & Classification	13
Fuel/Gasoline Assistance	13
Financial Assistance	13
Hopeline Phones: 2015-2016	13
Emergency Shelter	14
Hotel Policy.....	15
Client Substance Use	15
Hotline and Crisis Calls	17
How to work with secondary victims	18
Referrals from Law Enforcement.....	18
Non-English Speaking Victims.....	18
How to use Language Link	18
Deaf victims	19
Videophone & Texting	19
Relay Missouri.....	19
Male callers.....	19
Weird Calls.....	19
Suicidal or Self-Harming calls	20
Media calls	20
Intake	20
Intruder Protocol	21
Lock Changes.....	21
MCADSV	21
Money and Purchases	21
On-Call procedures	22
Orders of Protection	22
Program Feedback Forms.....	23
Supplies on Hand.....	23
Statistical Data Collection	23
Passwords.....	23
Office Phones.....	24
Help line Transfer.....	24
Trainings	25
Transportation	25

Volunteers..... 25

CARDV SERVICES

MISSION STATEMENT

CARDV's mission is to advocate for and provide support to individuals in Callaway County who have been affected by domestic violence or sexual assault. We strive to empower individuals to make choices that will promote their personal safety, well-being, and self-sufficiency.

OVERVIEW OF SERVICES

CARDV follows the Services Standards for Domestic and Sexual Violence Programs established by the Missouri Coalition Against Domestic and Sexual Violence (MCADSV). All CARDV services including, but not limited to, crisis intervention, medical/hospital advocacy, court advocacy, emergency hotel/motel placement, relocation assistance, case management, personal advocacy, counseling and therapy, and referrals to other community resources are available to victims of sexual assault and domestic violence.

CRISIS INTERVENTION

Initial contact with sexual assault and domestic violence victims most often comes from the help line – either by self-referral or referral from a cooperating agency such as law enforcement or the Callaway Hospital. The CARDV help line operates 7 days a week, 24 hours a day; calls are answered by staff or volunteers who have received at least 48 hours of training and who provide information and emotional support, assess the immediate risk or danger to the victim and establish a plan for ongoing contact. Help line staff may also arrange transportation or emergency hotel/motel shelter as well as in-person advocacy and support during medical examinations or interviews with law enforcement.

MEDICAL/HOSPITAL ADVOCACY

Trained staff provide in-person medical/hospital advocacy when it is requested by a victim of sexual assault or domestic violence. Advocacy services may include, but are not limited to, crisis intervention, information about medical and legal procedures, and safety planning. With the victim's consent, CARDV provides follow-up contact and services.

EMERGENCY HOTEL/MOTEL PLACEMENT

In cases of sexual assault and domestic violence, CARDV's immediate priority is to ensure the victim's safety. If it is not safe for the victim to return to her residence and no alternative shelter (friends/family for example) is available, CARDV will arrange emergency shelter at a local hotel/motel which has been assessed for safety (including access to telephone, bathroom facilities and secure locks on all doors). The duration of this placement usually lasts no longer than two nights. During this time, staff members work with the victim to assess options for continuing safe shelter. These may include relocation, referral to a housing agency, to Our House, the local homeless shelter or to a domestic and sexual violence shelter in a neighboring community. In the case of relocation to another community, CARDV can assist with transportation costs as appropriate.

EMERGENCY LEGAL ADVOCACY

CARDV assists many victims of domestic violence with ex parte orders of protection. The clients whom we assist with orders of protection generally access our services through the help line. Calls are most often received from the victim, Circuit Clerk's Office, or law enforcement. Advocates cannot provide legal representation, but they can help make sure the forms are completed correctly, refer clients to Mid-Missouri Legal Services, and attend hearings with clients.

DIRECT ADVOCACY SERVICES

In follow-up with the victim, trained CARDV staff offer ongoing personal advocacy services as requested. They assist the client in identifying needed services and facilitate provision of those services through in-house referrals and referrals to other community agencies. CARDV advocates provide education about the dynamics of domestic and sexual violence, offer non-judgmental emotional support to victims and encourage them to develop respect for their own ability to make healthy choices. Individual or group therapy provided by a licensed therapist is also available to victims. The Executive Director assures that clients receive adequate information about services and that provision of those services is consistent and timely.

OFFICE POLICIES AND PROCEDURES

LEAVE REQUEST

Employees Only

When requesting to take vacation, health leave, or personal days, employees complete a leave request, create a Google calendar event for their absence, and submit the form to the Executive Director before their requested date of absence (See employee handbook for notice required for different types of leave). The Executive Director will approve or deny the request, notify the employee of the decision, and file the form.

Employees who are ill are not required to complete a leave request form until their return to work; however, they should notify the Executive Director of their absence by text and/or telephone (depending on the time of day) as soon as possible.

Employees do not need to complete a leave request form if using flex time (within the same pay period). Procedure for taking flex time includes creating a Google calendar event for the requested absence and then verbally requesting the time off from the Executive Director.

CALENDARS

All staff and direct service volunteers (referred to as interns in this manual) have access to CARDV's Google calendars; however, permission levels may vary. Staff members and interns will keep their own calendars with absences and appointments both in and out of the office and share them with staff (staff@callawaycardv.org). Appointments should be scheduled when other staff will be available to cover the office and the help line.

The Volunteer Coordinator schedules and maintains the *Volunteer Calendar* to ensure help line coverage and indicate when volunteers will be in the office. The Victim Advocate/Case Manager (currently Stormy

Allen) will maintain the *On-Call Calendar* to ensure help line coverage during the evenings and weekends.

CARDV BUILDINGS

The address of CARDV's office is confidential and undisclosed; therefore, only reveal the location when necessary and/or appropriate. Our mailing address can be given out freely (PO Box 786, Fulton, MO 65251).

CARDV's building remains locked at all times to ensure the safety of staff, volunteers, and clients. At the end of the work day, the last staff person to leave each building should ensure that all exterior doors are locked before leaving.

FAXES

We have an all-in-one printer/fax/copy machine in the copy room. Line 4 (642-7706) is designated for the fax machine; do not answer it if you see it ringing. The fax number is 573-642-7706. When sending a fax, use the *Fax Cover Sheet*. To send a fax, place the document face up in the top of the copy machine, type in the number (using 1 and area code for long distance), then press "SEND FAX". You will receive a fax report once it has been sent.

DONATIONS

CALLS

When someone calls CARDV regarding a donation of any kind, thank them for their generosity and then refer them to the Executive Director for financial donations, or to the Volunteer Coordinator for all other donations. Explain to the caller that the Executive Director/Volunteer Coordinator coordinates all donations and would be happy to visit with them.

UNEXPECTED DROP-OFFS

If the donation consists of small items or if it is a larger item that would meet an immediate client need, graciously thank the donor and have a full-time staff member (preferably the Volunteer Coordinator or Executive Director) complete a receipt if the donor would like one.

If the donation is a large item for which CARDV does not have space, thank the donor for thinking of CARDV but explain that we have limited storage space. If the donation is clothing, accept the donation. CARDV volunteers will later take the clothing to the Clothes Cupboard or Free Store, which accepts vouchers for our clients for clothing and/or household goods. If we can't accept the donation, explain that CARDV often utilizes the Clothes Cupboard and Free Store for our clients, so we recommend donating to them. The Clothes Cupboard is located at 901 South Business 54 and the free store is located at 301 Pioneer.

EMERGENCY PROCEDURES

MEDICAL EMERGENCY

Do not move a seriously injured person, unless they are in an unsafe area. If the victim must be moved, move as a unit, always supporting the head and neck. **Do not** bend or twist the injured person's body. **Call 911** and report the following information:

- Location of the emergency.
- What happened?
- Number of people injured.
- Is the injured person conscious?
- Is the injured person breathing?
- Is there severe bleeding?

If the injured person is a client, remember that you cannot provide her name, but can indicate general demographic information and immediate health needs. If the survivor is unconscious, it does not negate confidentiality between CARDV and the client. If you know a client has a medical condition that could potentially require emergency medical care, plan ahead by asking them what information they would feel comfortable with CARDV providing to EMS.

After calling 911, stay with the victim until help arrives.

- If you are CPR certified, restore or maintain breathing and heartbeat.
- Stop severe bleeding with direct pressure when possible.
- Keep victim warm.
- Follow the instructions of the 911 dispatcher.

If you know your client has an acute or pervasive medical issue that may require emergency medical attention, discuss what they would like you to do if an emergent incident occurs and document the procedure in their case notes. Identify if they want you to call 911, if they have a preferred medical provider, and what information they want you to share.

MENTAL HEALTH EMERGENCY

In the event of overtly threatening behavior constituting an immediate threat to self or others, notify the Police at **911**.

FIRE PROCEDURES

New employees and volunteers will be given a tour of the building, at which time they can note the various exits throughout the office. Fire extinguishers are located in the kitchen and in the donation room.

IF YOU DISCOVER A FIRE:

Call 911. Be prepared to give the following information:

- Specific condition (smoke, fire, etc.)
- Specific location (area of the office)
- Your name and location
- Notify those in the immediate area of the danger.

Know your Emergency Evacuation Route in advance. Also be prepared to use an alternate exit in case your primary route is obstructed. Plan how you would escape in case of a fire. Know your escape routes well enough to be able to make your way in the dark or in dense smoke. You must leave the building!

- Remain calm and proceed to evacuate the area in an orderly manner. Do not rush, push or panic. Rely on planning and knowledge.
- Assist disabled persons to evacuate the area. Be particularly aware of persons with sight or hearing disabilities.
- If there is smoke, stay low, it will be easier to breathe.
- Before opening any door, touch the door with the back of your hand. Do not open a door that is warm or hot.
- Close doors behind you to prevent the fire from spreading, but make sure that you can reopen them if you need to retreat.

TORNADO PROCEDURES

- Go to the lowest point in the building. Move to a small interior room or hallway and get under a sturdy piece of furniture. Put as many walls as possible between you and the outside.
- Stay away from windows.
- Get out of automobiles.
- Do not try to outrun a tornado in your car; leave it immediately for safe shelter.
- Watch out for fallen power lines and stay away from damaged areas.
- Listen to the radio for information and instructions.
- The designated tornado safe location is in the bathroom off the copy room.

DIRECT SERVICES POLICIES AND PROCEDURES

CONFIDENTIALITY

It is absolutely essential that all information obtained from persons needing our services be held in the strictest confidence. Program advocates are bound by strict state and federal guidelines regarding the release of information. You should not acknowledge a person's presence or participation in the program without a written release of information from the client.

If any person calls requesting information or to confirm services for a victim, you are to **POLITELY** say "I'm sorry, but we cannot confirm or deny that this person is seeking services."

If someone needs us to pass on information or give a message to a victim with whom we are working, our common response shall be "We cannot confirm or deny if we are working with them. However, we do have a posting system and would be happy to take a message and post it in case we do ever come in contact with them."

EXCEPTIONS TO CONFIDENTIALITY:

Missouri has an exception in the form of **two mandated reporting laws:**

1. Child abuse and neglect
2. Eligible elder and vulnerable adult abuse and neglect.

CARDV's policy states that all service recipients should be informed about any limitations to confidentiality. Mandated reporters include mental health professionals, social workers and other professionals with the responsibility for the care of children. If you are a mandated reporter and must

make a hotline, be sure to record the name of the operator with whom you spoke, the date and time you called, and the information you shared.

DOCUMENTATION: TYPES/FORMS

Advocates must document any client contact. Documentation is completed using a call log, electronic case notes, and an individual stat sheet. A brief description of each form of documentation and its purpose are as follows:

CALL LOG: It is recommended that you record *all* contacts with clients on your call log. Each month, CARDV must submit the number of hotline calls received to MCADSV. Thus, be sure to input "HC" in the appropriate space for hotline calls so that monthly statistics can be counted correctly. All staff and interns have access to on-call advocates' call logs so that daytime advocates know if there is any follow up from the night before. The Victim Advocate/Case Manager (currently Stormy Allen) copies part-time staff's call logs into the case note system after completing any necessary follow-up with the caller. Part-time staff should keep in mind that call log entries are the official case note and should be documented professionally.

CASE NOTES: Case notes are recorded using OneNote; however, clients who are not comfortable with the system can opt out of the electronic system and traditional, hand-written case notes can be used. Only full-time staff can edit case notes in One Note, though all qualified advocates can read them. (This helps ensure that full-time staff are following up with evening and weekend clients). Case notes should reflect the following aspects of service provision: the type of service provided, the advocate providing the service, the length of time spent to provide and document the service, and the date of the service. See the *Service Definitions and Categories* document on SharePoint to assist in classifying the type of service you provided.

INDIVIDUAL STAT SHEETS: An individual stat sheet reflects the services YOU provide to a client in one month, as well as basic demographic information about the client. The client number is recorded on the individual stat sheet instead of the client's name, because this information is used for grants, and funders may request to review the stat sheets. Most grants also require the time you work to be submitted through monthly activity logs. When you document a service provided on an individual stat sheet, that information is automatically added to your monthly activity log.

DOCUMENTATION AUDITS

Most grants require the Executive Director to review your case notes to ensure effective service provision. She will review documentation using the *Monthly Documentation Audit* form located on SharePoint, which uses the following checklists (note that not all items are applicable to each client interaction):

CALL LOGS

- Callers' perception of services (general)
- Callers' perception (helpfulness)
- Needs processed
- Resources offered
- Safety planning/ Safety confirmed
- Self-defined needs

CASE NOTES (2 CLIENTS REVIEWED)

General:

- Strengths-based
- Action steps and/or follow-up
- DV/SV education offered
- Names have titles/agencies
- Confidentiality form noted

Crisis Intervention/Medical Advocacy

- Safety plan in place (but not described in-depth)
- Medical options explained
- Perception of medical

Legal Advocacy

- Civil Legal options explained
- Criminal Legal options explained

GENERAL CASE NOTE GUIDELINES

Case notes are meant to be both a qualitative and quantitative record of service provision. They also help other advocates know, at a glance, the client's general needs and recent services she received in order to prevent the revictimization and inconvenience of telling her story over and over again. Case notes should provide thorough documentation regarding the contact made without causing harm to the client if the file was subpoenaed by the court.

BEFORE MAKING ENTRIES. ASK YOURSELF:

- What is the purpose of writing this down?
- Is this information just as useful if maintained without identifying the client outside of a case note?
- What potential harm is there if this written information were released? Think about what the perpetrator could do with the information.
- Would you want the client to see these notes? Remember that clients can request a copy of their file.

DO NOT INCLUDE:

- Names of other clients at CARDV
- Detailed descriptions of safety plans
- Subjective, vague language, such as "appropriate," "maladaptive," or "dysfunctional"
- Negative language, such as "manipulative," "hysterical," or "resistant"
- Detailed description of daily interactions
- Your opinion
- Observations about parenting skills

CLIENT FILES

All of CARDV's client files are confidential. Each advocate keeps her current client files in a file cabinet with a lock and must lock her office door when leaving for the day. Previous client files are located in the file room.

CLIENT NUMBERS & CLASSIFICATION

Clients are assigned a unique, randomly selected number, which is used to anonymously identify them for grant purposes. A yearly list of client numbers, names, and other information obtained during intake is maintained by full-time staff. Because this includes information for all clients each year, it is necessary to uphold the strictest confidentiality standards. As a result, only full-time staff have the password to the encrypted file. **The password must be memorized and never written down.**

All clients are classified as “new” if they have not worked with CARDV during the federal fiscal year (October–September), if they have a different perpetrator, or if they have never worked with CARDV before. In October, a client would still be considered “ongoing” if they worked with CARDV in September.

At the beginning of each new **calendar** year, all clients with whom you work will need to be re-entered into the DV/SV client list.

Clients need new identification numbers if they have never worked with CARDV before **OR** if they have a new perpetrator.

FUEL/GASOLINE ASSISTANCE

Automobile gas assistance is to be used at the discretion of the advocate only when all other means have been exhausted. After assessment of the client, advocates may deem gas assistance appropriate due to safety and other emergency issues. If the advocate feels that the circumstances are questionable, he or she may consult with fellow advocates or the Executive Director for assistance in making the decision. Fuel assistance is provided on a case-by-case basis, but in general, is not provided more than once, unless it is directly related to sustainable safety. Fuel assistance should be documented on the *Assistance Record* in the client’s file and on the *Material Assistance Log* on One Note. Write the client number and your initials on the receipt, place a copy of the receipt in the client’s file, and give the original to the Executive Director.

If gas/fuel assistance is required, the CARDV advocate will meet the client at a gas station. If safety and well-being are not relevant to the situation, the advocate should explore other transportation options with the client, such as contacting local churches for gas vouchers.

FINANCIAL ASSISTANCE

We know that because of victimization, survivors sometimes need financial assistance, and **THERE IS NO SHAME IN THIS**. Financial assistance is provided to clients when funding is available. If a client receives financial assistance, it should be noted in her file on the *Assistance Record*, as well as on her individual stat sheet. The purpose of financial assistance is to provide bus tickets, housing/utility deposits, or other needs related to immediate health/safety and sustainability. Write the client number and your initials on the receipt, place a copy of the receipt in the client’s file, and give the original to the Executive Director.

HOPELINE PHONES: 2015-2016

CARDV received 20 HopeLine Phones from Verizon Wireless for 2015–2016. The phones and service are for the purpose of transitioning to a new, violence-free life. The HopeLine box has individual packets which include: phone, charger, brochure, contract, and advocate’s checklist. Take a packet out of the

box, fill out the Phone Checkout Form (which contains tracking information for all the phones), and then follow the procedures listed on the Advocate's Checklist (also contained in the packet).

EMERGENCY SHELTER

Occasionally, in order to ensure safety, a client may need emergency shelter. Although there is not a domestic violence shelter in Callaway County, there are shelters designated for domestic and sexual violence victims in other counties surrounding CARDV.

There are also two homeless shelters in Fulton, but they are co-ed shelters not specifically designated for domestic violence victims. The Wiley House is a co-ed shelter for single adults. In general, the individual must check in at 6pm nightly (except in extenuating circumstances or if the person is working) and must check out at 8am the following morning. Check-in times vary based on the season. There is no time limit for the number of days they can stay. The other shelter in Fulton is The Haven House. This is a co-ed shelter for families and children. Space is very limited and there is occasionally a waiting list, so this shelter is typically not an option for someone with an immediate safety concern. However, it is worth a call to the director to see if there is space. Once a client moves into Haven House, the primary advocate should schedule a meeting with the client and Haven House staff to participate in action planning.

If there is no room in a shelter, if the client cannot be accepted into the shelter, or it is merely a temporary stay (specifically in the event that an order of protection will be served or there is a more sustainable plan that will be available within a few days), then it may be appropriate to place the client in a hotel for a night or over a weekend. Hotel shelter is also appropriate for male victims who are not eligible for Domestic Violence shelters. Clients may be hoteled longer depending on the individual circumstance if approved by the Executive Director.

An *Intake Form* must be completed on every client we hotel. If you feel that hoteling a client is the best safety option for a him/her, please meet with the victim in person (most likely at the hotel) to approve the stay. Contact with the client should also be made the following day (or Monday before 11:00 am if hoteled throughout the weekend) to develop a plan of action. All bednights must be documented on the client's individual stat sheet; be sure to indicate if children are staying in the hotel, as well.

The preferred hotel is Super 8 in Kingdom City (642-2888). The Super 8 bills CARDV monthly. If there is no vacancy or in extenuating circumstances, other hotels can be used, but you must first obtain approval from the Executive Director. Before requesting approval, be sure to "shop around" to ensure cost-effectiveness. If using another hotel, request that they bill CARDV; if immediate payment is necessary, be sure to get a receipt.

When you hotel a client, please give them a copy of the CARDV following *Hotel Policy* and have them sign a copy for their file. Please send a staff email to inform of any damages, stealing, or misuse you are aware of. If someone abuses a hotel stay, it does not mean they will never authentically need our services again. Thus, they will not be "banned" for life, but additional screening should be completed before offering the service again.

HOW TO AUTHORIZE HOTEL NIGHTS

Since Super 8 bills us monthly, there have been circumstances where individuals have fraudulently authorized bed nights. The following procedure is for authorizing bed nights at Super 8.

Authorizing bed nights at Super 8 from the office:

- Fax the bed night authorization to Super 8.
 - ☞ There is a file folder labeled "Super 8 Fax Sheets." Fill it out and fax it to Super 8.
- After you fax Super 8, call to let them know that you just sent a fax over and wanted to make sure that they received it and have vacancy.

Authorizing bed nights at Super 8 when you are out of the office:

- Call Super 8 to authorize the bed night as you normally would.
- Ask them to call the Help Line back to confirm the reservation.

HOTEL POLICY

The Coalition Against Rape and Domestic Violence (CARDV) partners with local hotels/motels to provide temporary emergency shelter only to victims of domestic and sexual violence. Your cooperation in following the hotel's guest policies helps us continue providing victims of domestic and sexual violence with a safe, undisclosed place to stay.

Amenities and Information Specific to Super 8:

- Guest laundry, computer center, and breakfast are all provided.
- Amenities at the front desk are free of charge.
- Casey's, Pizza Hut, Domino's, and Brooklyn Pizza deliver in the afternoon/evening. Café Crème delivers between 11am and 1pm. Guests are responsible for purchasing their own meals.
- Guests receive 20% off at the Iron Skillet. However, we ask if you do choose to leave the hotel, you are careful to take precautions for your safety. If you choose, you may leave directions for the front desk advising what to do if you do not return in a certain time.

CARDV Hotel Guest Responsibilities (Provided by Hotel)

- Guests must inform CARDV and the front desk of how many people will be in the room. No further guests are allowed.
- Guests are expected not to damage any hotel property.
- Guests are asked not to dye their hair, as this can stain.
- Guests are expected to keep their rooms reasonably clean by using trashcans.
- Please inform the CARDV advocate if you are expecting calls or visitors. To protect your confidentiality, guests may not receive phone calls or visitors through the front desk unless CARDV has communicated this information to the front desk.
- Guests are expected not to steal or otherwise remove hotel property from any room.
- Guests are expected to follow local, state, and federal laws during their stay.
- The hotel/CARDV is not responsible for lost or stolen money, jewelry, or personal valuables of any kind.
- The hotel/CARDV is not responsible for injuries, accidents, or medical emergencies of any kind.

If guests do not follow the above responsibilities, the hotel may ask the guest to leave and has the right to refuse services in the future. Future hotel stays are offered at the discretion of CARDV advocates.

COUNSELING PROCEDURES (DRAFT)

SCHEDULING NEW CLIENTS

Clients need to arrive at least 30 minutes before their first appointment to meet with an advocate and complete counseling paperwork. Complete counseling referral form, make copies of intake form and referral form and leave in counseling folder outside the counseling office. If they are not able to come early on the day of counseling, then a time needs to be scheduled on a different day to meet with an advocate.

Complete counseling referral form with client, Refer to counseling calendar for scheduling. Complete scheduling procedures (*below*) and fill out counseling reminder card (*reminder cards available with or without CARDV's information*). Make copies of referral form and intake and leave in counseling intake folder.

Check in with clients when they arrive for their appointment.

- If new client
- If client has advocacy needs
- If any other paperwork needs to be completed

If there is not anyone to answer the door for clients, post sign on the door and leave it unlocked.

SCHEDULING & COMMUNICATION

Use calendar appointment description field for communication.

- Client's First Name and Last initial
- State the date client was scheduled
- advocate who scheduled
- phone number
- child care need
- notes

REMINDER CALLS FOR APPOINTMENTS

Reminder counseling appointments on Mondays, Wednesdays, and Fridays (day before scheduled counseling.) Call clients that need a reminder and make note in the descriptions.

Current script for reminder calls:

"Hi, this is (advocate's name) calling to remind you about your appointment on (date & time). Please be aware appointment times are limited. If you are unable to attend your appointment on (date & time) please inform us as soon as possible by calling 642-4422."

COUNSELING CALL DOCUMENTATION

On Calendar, include:

- Advocate name that called
- Outcome of call
- Left a voicemail
- Client confirmed
- Wrong number
- No answer
 - Full mailbox
 - out of minutes

- no voicemail

Complete documentation required by client contact (OneNote, Call Log, & Stats sheet.)

TEXTING CLIENTS

Some clients prefer texting over talking on the phone. We should try to accommodate this preference when at all possible.

Clients can text an advocate via Google Voice. Here is the login information:

- **textline@callawaycardv.org**
- **Password: C@rdv4422**
- **Assigned text number: 573-229-0088**

If clients prefer to text, this number (229-0088) can be given to them but emphasize it is only for texting, and if there's an urgent need to call our help line. If they do happen to call the text line number it will forward to our helpline.

On-call phones should have the Google Voice app installed at all times. Be sure that notifications for the app are allowed.

You can also log into the text line and have conversations via web browser here: <https://www.google.com/voice#inbox>

Since we are all texting from the same number, be sure to state your name when texting a client (as you would if you were calling the client).

CLIENT SUBSTANCE USE

Though we do not endorse substance use, we respect the need for victims to cope with domestic or sexual violence and recognize that some clients may utilize drugs and/or alcohol. If a client is under the influence of alcohol, illegal, or prescriptions drugs, you must carefully assess the situation to determine our ability to assist them at that time.

First, advocates should recognize that panic and crisis may affect clients' behavior and judgment, and that this reaction might resemble substance use. However, if the client is unable to function well enough to provide the necessary information included in an Order of Protection or any other legal document, suggest a night's sleep before completing any necessary paperwork.

If the person becomes agitated, try to deescalate the situation. Don't continue with questions regarding her usage.

If you are on call and do not feel comfortable meeting with a client at CARDV after suspecting substance use during the help line call, suggest meeting with them at the sheriff's department.

HOTLINE AND CRISIS CALLS

Every hotline call must be documented by all staff on the *Call Log*. Each advocate should maintain their own monthly call log. Critical issues to address during a hotline call include:

- Are you safe? How dangerous is the situation? Can you speak safely at this time? Is the abuser there now? Does the abuser have a weapon?
- Call the police if the victim asks you to do so. If they are in an altercation, ask if you would like them to call the police.
- Does the victim need medical support?
- Do they have a support system? A friend or neighbor who can help?
- Does the caller need to consider an Order of Protection? Does the caller want to come in to speak in person with an advocate?

Remember to let the victim know that you are there, that you believe them, that you will listen, that you understand and that you are here to help them help themselves. If the abuser is present, ask the client questions with “yes” or “no” answers whenever possible.

HOW TO WORK WITH SECONDARY VICTIMS

Treat like any other crisis call. Explain how they can be supportive of the primary victim. Offer to send DV/SV information. Offer our website for additional information – www.callawaycardv.org. If they want to make an appointment for the victim, they need to encourage the victim to call for herself/himself.

Most grants are written so that we can also work with secondary victims, though primary victims remain our priority.

REFERRALS FROM LAW ENFORCEMENT

If law enforcement calls and asks for an advocate, make sure that the person who needs an advocate is a victim of sexual violence or of intimate partner violence. If the officer/deputy confirms this, then an advocate should respond immediately. No further processing is needed until you meet the victim. If, when you meet the victim, he or she is not interested in CARDV services, validate their right for self-determination, let them know that we are here if they change their mind, and provide them with a marketing item (brochures, business cards, pens, etc.) with CARDV’s number on it.

NON-ENGLISH SPEAKING VICTIMS

If we receive a hotline call from someone who does not speak English, call Language Link for telephonic interpreting. (CTS Language Link is 1-866-338-7394 and our account number is 18046). Instructions for Language Link are listed below and are also listed on the bottom of the *CARDV Staff Contact List*. You can also call the National Domestic Violence Hotline at 1-800-799-7233 and receive help with a telephonic interpreter.

HOW TO USE LANGUAGE LINK

1. Call 1-888-338-7394
2. Enter Account Number **21241**, followed by # sign
3. Select 1 to be connected directly to your Spanish interpreter, or
Select 2 to be connected directly to your Russian Interpreter, or
Select 3 to be connected directly to your Vietnamese interpreter, or
Select 4 to be connected directly to your Somali Interpreter, or
Select 9 for all other languages

*If you require a 3rd party call (if you need Language Link to call the client), press 9 to reach a Customer Service Representative

DEAF VICTIMS

A person who has a hearing impairment may call on a relay line or through a video phone line. If you need additional resources or the client wants to speak to someone in person, there is a list of sign language interpreter services in the *Working with Deaf Victims* notebook. The LEAD Institute is a non-profit organization that provides 24-hour statewide services to the Deaf, Hard of Hearing, Late-Deafened adults as well as Hearing people of Missouri. They can be reached at (573) 445-5005 V/TTY or (800) 380-3323.

VIDEOPHONE & TEXTING

Deaf clients will likely want to use a videophone or text messaging to communicate in lieu of a traditional, hearing person telephone.

CARDV has a videophone in the back advocacy room. Deaf clients may use this when calling out from the office. In general, as a hearing person, don't need to worry about knowing how to use the Videophone; your client will know how.

If you use a traditional phone to call a Videophone number (or if a Videophone number calls the Help Line), the call will be related through an interpreter. You should speak directly to the client, not to the interpreter.

Deaf clients may also prefer to text. If you have a CARDV phone, you can text them directly on that. Otherwise, you may text them from your Gmail.

RELAY MISSOURI

Missourians with hearing/speech impairments using a telecommunications device for the deaf (TDD) will be able to access Relay Missouri by calling toll free – 1-800-735-2966 and communicate with people using a standard telephone. Missourians without hearing /speech impairments using standard telephones can call a TDD user by accessing Relay Missouri toll free at 1-800-735-2466. Relay Missouri will utilize specially trained agents located at the Relay Missouri Center to relay conversations between the parties. This is an outdated service. You will most likely always use the videophone when communicating with Deaf victims.

MALE CALLERS

If a man calls, we need to give him the same opportunity and respect as a woman calling. Assess the situation as you would with any other client, and remember the number one rule of advocacy is to believe the client. If he describes a situation consistent with being a victim of domestic or sexual violence, then we can offer him services, even if we have been or currently are working with his current or former intimate partner. However, to prevent a conflict of interest and for effective advocacy, intimate partners should work with different CARDV advocates.

WEIRD CALLS

Two main unknown males call the help line on a fairly regular basis with stories that primarily provide him with personal sexual arousal. If he or another caller goes into great detail and your gut tells you that the call may not be legitimate, then calmly explain our services and ask for his name and a phone number where our Crisis Intervention Specialist or Sexual Assault Program Coordinator. Note that if the caller is willing to give a callback number, it probably is a legitimate call and not a prank; therefore, you

can have the Crisis Intervention Specialist or Sexual Assault Program Coordinator call him back. If he refuses to give his number, then you can offer another hotline for another service that may be more helpful to his situation. You can also offer to set up a counseling appointment for him. If he continues to be inappropriate, let him know that we will be unable to assist him further.

SUICIDAL OR SELF-HARMING CALLS

We should begin by acknowledging her pain and the situation and letting her know the best way to help her is by getting her in touch with someone who can help her with the issues she's voicing. Being very clear with her about what you can provide – (crisis counseling for suicide or cutting via the phone not being one of them). Offer to help her call a suicide hotline, the Arthur Center, another appropriate hotline, or 911. We can offer to assist with a 3 way call to help her if she would like or we can arrange a counseling appointment with our therapist. We need to stress that we are not experts in this area and want to make sure she receives the assistance she needs. If safety is a genuine concern (enough to break confidentiality), then we should call 911 or assist her in making that call herself.

You may utilize the QPR (Question Persuade Refer) method to get the caller help:

QUESTION the caller about suicide. Do not be afraid to ask. Asking about suicide does not increase suicide risk—it will help.

- Are you having thoughts of suicide?
- Are you thinking of killing yourself?
- Have you made plans?

PERSUADE the caller to get help. Listen carefully and without judgment to what they have to say. Do not attempt to counsel the person. Simply listen, then say,

- Let me help.
- Come with me to find help.
- Let's talk to someone who can help.

REFER the caller for help. Do not promise secrecy, and do not worry about being disloyal. It is crucial that the person that you are helping find adequate services. Call a suicide hotline or take them to a counselor, pastor, friend, etc.

- Suicide Hotlines: 1-800-273-8255 (National); 1-888-761-4357 (Mid-Missouri Crisis Line)

MEDIA CALLS

If you receive a call from the media, tell the person calling that you are going to refer them to the Executive Director for the information they may need. Take his or her first and last name and phone number and give that information to the Executive Director.

INTAKE

Intake packets are located in the copy room. They include the *Intake Form*, *CARDV Services Form*, and a *Program Feedback Form*. There are also self-addressed stamped envelopes in the copy room and advocacy rooms (if we are getting low, let the Volunteer Coordinator know, and she will put it on the volunteers' to-do list). The intake form includes information required by grants. We submit aggregate data each month that summarizes the services provided but does not include names of victims. The client keeps the first page of the *CARDV Services Form*, which covers basic information about the

services we provide, confidentiality, grievance and complain procedures, and program feedback. After the client signs the second page, it should be placed in their file.

Encourage clients to complete program feedback forms, as we need client feedback to continue to receive funding. They can turn in the forms by mailing them in the self-addressed, stamped envelope provided, by placing them in the program feedback box in the lobby, or by completing them online. The advocate who generates the most feedback each quarter will receive a reward.

INTRUDER PROTOCOL

When a visitor comes to the building, it is important to look to see who has arrived before opening the door. If there is an intruder or a suspicious person, speak with them through the door or over the camera-phone until you have more information about why they are at CARDV. If they are behaving in a threatening manner, call 911. If you believe that the intruder is an abuser, call 911. You may inform them that this is private property and ask them to leave. If they will not leave, call 911.

LOCK CHANGES

When necessary, CARDV can assist clients with having their locks changed. If an order of protection is completed, the locks may be changed after the respondent has been served the order. Any locksmith can be used, but Randy Railton or Shephard's Lock and Key have been most consistent and immediately available in the recent past.

An advocate contacts the locksmith to arrange the lock change. The locksmith bills us for the work that is done. It also may be more appropriate to buy a lock for the client from Wal-Mart or Westlake's if they would prefer to change it themselves.

MCADSV

CARDV is a member of the Missouri Coalition Against Domestic and Sexual Violence (MCADSV). MCADSV provides training, resources, technical assistance and support to our agency. MCADSV staff can be reached at 1-888-666-1911. All employees and volunteers are encouraged to attend trainings. Make a Google calendar event to indicate the date, time, and title of the training and double check with the Executive Director.

MONEY AND PURCHASES

Only advocates who are responding to a client call should make purchases on behalf of CARDV. All purchases made by CARDV staff for CARDV purposes are tax-exempt. Ask the Executive Director for a copy of the tax exempt letter.

As funding is available, purchases may be made on a client's behalf. Purchases must be approved by the Executive Director. All purchases must be documented in the client's file on the *Assistance Record* (on the second page of the intake packet; stapled on the left side of client's file under the intake form).

Advocates should write the client number on the receipt along with the advocate's initials. A copy of the receipt should be kept in the client's file, and the original should be given to the Executive Director. If no receipt is available, the Executive Director must be notified of the purchase by email. At the end of the month, the Executive Director will reconcile all receipts.

A small amount of Petty Cash is available and can be obtained from the Executive Director during business hours. Receipts for petty cash purchases are kept with the petty cash until reconciled.

ON-CALL PROCEDURES

Evening /Weekend advocates are on call to ensure help line coverage is provided 24 hours a day, 7 days a week. Weekend shifts begin around 4:30 pm on Friday and last until Monday at 8am. Evening shifts are from 4:30 pm Monday through Thursday until 8:00 am the following morning. The Victim Advocate/Case Manager (currently Stormy Allen) will schedule on-call staff and maintain the *On-Call Calendar*. If there is a time when coverage is needed, she will notify the Volunteer Coordinator to schedule volunteers to provide help line coverage. Staff may check the *On-Call Calendar* in CARDV's Google calendars to find out who is on-call/volunteering each evening/weekend.

Monday through Friday mornings, the first employee in the office will pull the help line back into the office by 8am. At 4:30 pm Monday through Friday, the daytime staff will forward the help line to the evening/weekend advocate or the volunteer scheduled for the evening/weekend. The last advocate in the building will be responsible for transferring the line, but if other advocates are still available, the advocate transferring the line should make sure all available advocates are aware that the line has been transferred.

Full-time advocates are responsible for notifying on-call staff of possible follow-up before they leave for the day.

Evening/Weekend advocates and/or volunteers will email the following morning (or Monday if it was the weekend) by 8:00 am to notify daytime staff if follow-up is needed (though all calls are recorded on the *Call Log*). Any paperwork from the evening and/or weekend shift will be deposited in the Victim Advocate/Case Manager (Stormy's) "mailbox" to the left of the Executive Director's office door. She will make the files for clients who complete intake after hours. Daytime staff will then provide follow-up on all cases.

ORDERS OF PROTECTION

Advocates often assist clients with orders of protection. During the hours of 8am-4pm, orders of protection are to be turned in to the Circuit Clerk's Office at the courthouse. The clerk will give a copy to the Judge to review, and the Judge will either grant or deny the order. Lena at the Circuit Clerk's Office sends a copy of order to our staff email after the judge signs it. A court date is assigned within 15 days of the temporary order.

When the courthouse is closed, Emergency Orders of Protection are completed and turned in at the Sheriff's Department. The procedure for completing them is as follows: (Note: The process in red is in transition at this time).

1. Fill out the ex parte and attach the after-hours paperwork.
2. Make a copy of the ex parte to leave at the office.
3. Ask the jail attendant to check to see if a deputy is currently available in the building. If so, give the ex parte directly to the deputy and ask the deputy to call you after he talks to the judge. If a deputy is not available, take the ex parte downstairs to EOC. Be sure your name and the hotline number are noted on the ex parte and that you ask to be called by the deputy.

4. After the deputy calls you, relay the information to the petitioner/client. You can also request that he calls you when the respondent is served if he expects it to be that night.
5. If the deputy doesn't have the case number or court date, call dispatch and ask for this information. Acquiring the case number will help make sure that the case has been assigned one and has been entered in to MULES.

Before completing an Emergency ex parte with someone, be sure to process with them about the purpose of emergency vs. non-emergency ex partes, the timeline of finding out if it is granted, etc.

Blank copies of the orders and petitions for adult and child orders can be found in the file room.

There are three separate child orders that can be used. One has space for only one child, one for two to five children, and the other offers space for up to ten children. When using the multiple children child order, you must attach a confidential sheet for each additional child.

Weekend/Evening advocates will inform daytime staff when an emergency order has been completed through proper case documentation and by email. Daytime advocates will then offer follow-up services to the client.

PROGRAM FEEDBACK FORMS

Program Feedback Forms are available to help evaluate our client services. These forms will be in the new client intake packet, in the office, and online. Advocates should explain the purpose of these forms and give each client the opportunity to fill out this form. Filling out this form is on a voluntary basis. All answers will be kept confidential; therefore, self-addressed stamped envelopes will also be available for clients to mail in a response. There is also a box in the lobby for clients who wish to leave their completed forms at the office. Completed *Program Feedback Forms* will be collected by the Executive Director quarterly for statistical purposes and to help evaluate and improve CARDV services. The forms can be printed from the SharePoint site. The survey is also available for clients to complete online on our website www.callawaycardv.org. The advocate who generates the most completed survey each quarter gets a reward.

SUPPLIES ON HAND

CARDV often receives donations to be used for client's services. Hygiene products, diapers, and some miscellaneous items are kept in the supply room next to the therapy office.

STATISTICAL DATA COLLECTION

CARDV is funded through many state, federal, and private grants. Most grant funders require some kind of reporting; therefore, CARDV advocates are required to keep monthly and yearly statistics. CARDV also reports statistical data to MCADSV on a monthly basis. The *Individual Stats Form* is used to compile individual client stats on a monthly basis. These forms are totaled each month on the *DV/SV Summaries* and turned into the Executive Director for data collection purposes.

PASSWORDS

All CARDV staff will be given access to a Gmail account and SharePoint. New staff are assigned an email address and given a password that should be changed. To protect client and agency, it is important to create passwords that include a capital letter, lowercase letter, and number or symbol. SharePoint passwords will prompt you to reset your password regularly. Please do not use "CARDV" in the password.

OFFICE PHONES

PHONE GUIDE

- 1: 642-4422 (Help Line)
- 2: 642-7534 (Rollover)
- 3: 642-1418 (Office)
- 4: 642-7706 (fax)

Language Link

1. PRESS "SCROLL" THEN "CONF".
2. CALL 1-888-338-7394 ON NEW LINE.
3. ENTER 2 1 2 4 1 #
4. SELECT LANGUAGE.
5. WHEN ANSWERED, PRESS "CONF" TWICE.

PERSONAL NUMBERS

Erica	(573) 821-0089
Jessica	(573) 826-8492
Kittie	(573) 529-0732
Laura	(573) 310-1753
LeAnn	(573) 220-7400
Liz	(830) 624-6527
Melissa	(618) 978-4833
Stormy	(573) 220-8861

Office Extensions

STORMY	201
LEANN	202
LIZ	203
INTERN 1 (MAIN)	204
INTERN 2	205
ERICA	206
FRONT ADVOCACY	207
BACK ADVOCACY	208
CONFERENCE	209
COPY ROOM	210

CARDV CELL NUMBERS

Laura: 826-0153
 Jessica/Melissa: 826-5433
 Matt: 544-7152

Transfer to Extension:

1. Press "Transfer."
2. Press or dial extension.
3. Announce call.
4. Hang up.

DO NOT DISTURB:

ON: 401
 OFF: 402



[Tinyurl.com/forwardline2](https://tinyurl.com/forwardline2)

0991-6994-4094

Cardv54a

ACCESSING VOICEMAIL REMOTELY

Call the office line, then enter #Extension.

CONFERENCE CALL

1. While you are talking to someone on one line, press "Scroll" then the button under "CONF".
2. For the new call, press the button of the phone line you want to dial out on, then dial the number.
3. Press "CONF" twice, and you should be connected to both lines.

DO NOT DISTURB

Without picking up your headset, dial 401.

To cancel Do Not Disturb, dial 400.

INTERCOM AN EXTENSION

Dial the extension. You can choose whether or not you want to pick up your headset.

TRANSFER A CALL

While on a call, press "Transfer" and dial the extension number. Your call is automatically put on hold.

Announce the call to the extension and then hang up.

HELP LINE TRANSFER

1. Log into tinyurl.com/forwardline2 or <https://ws1.voip.sockettelecom.com/commpilot/Login/>

Username: 0991-6994-4094

Password: Cardv54a

2. Click "Services" on the left
3. Click "Hunt group" in the middle
4. Click on the number "5736424422" in the middle
5. Click on "Incoming calls" on the left
6. Click on "Call forwarding always" in the middle
7. Verify the number in the center box
8. Select either "on" or "off" directly above the number box
9. Click "OK" button either above or below
10. Close browser

TRAININGS

The Missouri Coalition Against Domestic and Sexual Violence provides free training for all of CARDV's staff and volunteers. For a list of trainings please contact the MCADSV's website at www.mocadsv.org. Ask the Executive Director for approval if you would like to attend a training. Ideally, all staff will complete the Basics of Advocacy series within one year. If this is not possible, full-time staff must complete the following Basics sessions within one year: Crisis Intervention/Safety Planning and Legal/Medical Advocacy. Part-time staff should complete the Crisis Intervention/Safety Planning.

The Executive Director will notify staff members of other relevant trainings as the information becomes available. Staff members are encouraged to participate in trainings relevant to their job description. Please contact the Executive Director for approval for registration/participation in all trainings.

TRANSPORTATION

If a client needs transportation to get to CARDV, there are several options available to advocates. SERVE has a bus available, but arrangements usually have to be made ahead of time. SERVE can be reached at 642-6388. SERVE will also allow CARDV to put money on an account so our clients can arrange transportation to appointments, jobs, etc., within city limits. The private pay fee is \$1.25 for a one-way trip anywhere to and from inside the city limits of Fulton, \$10 for a one way trip to or from anywhere within the county (so Holts Summit to Auxvasse, or Fulton to Mokane, for example), and then \$20 for a one-way trip to any surrounding county. Trips should be scheduled by the previous day at 3pm, but in emergency situations, they will try to accommodate if they can. SERVE can bill CARDV for those trips, or the passenger can pay the driver as they board the bus.

Greyhound bus tickets may also be purchased under special circumstances with the Executive Director's approval. If an advocate provides transportation in her personal vehicle, a *Mileage Reimbursement Form* must be filled out documenting the date, the client number, the purpose of the mileage used, and the roundtrip mileage. These forms are turned in at the end of the month for reimbursement.

VOLUNTEERS

Volunteers perform a variety of functions and are an important part of our organization. The Volunteer Coordinator organizes, trains, and supervises all volunteers. Advocates needing volunteers for particular projects are encouraged to request assistance from the Volunteer Coordinator. Calls from people interested in volunteering should be forwarded to the Volunteer Coordinator. The Volunteer Coordinator interviews and conducts a background check on all prospective volunteers. Volunteers are required to complete a *Volunteer Application* and sign a *Confidentiality Agreement*.