

20-Hour Domestic Violence Counselor Training Manual

Connecticut
Domestic Violence
Certification Training



Table of Contents

Training Goals and Objectives	3
Goal One: Working Understanding of Domestic Violence	5
Goal Two: Working Understanding of the Legal and Criminal Justice Response to Domestic	
Violence in Connecticut.	24
Goal Three: Working Understanding of the Program Standards for Member Organizations	50
Goal Four: Working Understanding of Advocacy	75
Goal Five: Working Understanding of Counseling	101

Training Goals and Objectives

<u>Goal 1:</u> To have a working knowledge of the dynamics of domestic violence by reviewing:

- Objective 1: The definition of domestic violence.
- Objective 2: The methods of control used by an abuser.
- Objective 3: The complexities of domestic violence.
- Objective 4: The warning signs of domestic violence.
- Objective 5: The family dynamics of domestic violence.
- Objective 6: The tactics that abusers use to control their partners.
- Objective 7: The impact of domestic violence on children.
- Objective 8: The challenges to leaving a domestic violence relationship.
- Objective 9: The cultural considerations when responding to domestic violence and action steps to develop cultural competence.

<u>Goal 2:</u> To have a working knowledge of the legal and criminal justice response to domestic violence by reviewing:

- Objective 1: The definitions of family violence, family or household member, and family violence crimes.
- Objective 2: The key provisions of the Family Violence Prevention and Response Act.
- Objective 3: The process for the law enforcement response to family violence.
- Objective 4: The process for the judicial response to family violence.
- Objective 5: The responsibilities of the Family Violence Victim Advocate.
- Objective 6: The civil processes regarding family violence.
- Objective 7: Orders of protection in Connecticut.
- Objective 8: Additional laws to assist victims of domestic violence.
- Objective 9: Meaningful access to services for victims of domestic violence.

<u>Goal 3:</u> To have a working knowledge of the CCADV Standards for Member Agencies by reviewing:

- Objective 1: The services provided by domestic violence agencies in Connecticut.
- Objective 2: The purpose for the standards.
- Objective 3: The standards that pertain to administrative and fiscal management.
- Objective 4: The standards that pertain to facilities management.
- Objective 5: The standards that pertain to safety and crisis response.
- Objective 6: The standards that pertain to personnel, volunteer services, certification training, confidentiality and mandatory reporting.
- Objective 7: The standards that pertain to the provision of core services.
- Objective 8: The standards that pertain to the provision of crisis hotline services.
- Objective 9: The standards that pertain to the provision of residential services.
- Objective 10: The standards that pertain to the provision of child, youth and family services.
- Objective 11: The standards that pertain to the provision of legal advocacy services.

Objective 12: The standards that pertain to agency communications, community education and training, primary prevention, systems advocacy, and quality improvement.

Goal 4: To have a working knowledge of the components of effective advocacy by reviewing:

- Objective 1: The definition of advocacy.
- Objective 2: The types of advocacy.
- Objective 3: The role of an advocate.
- Objective 4: The laws, guidelines, boundaries and rules to the advocacy relationship.
- Objective 5: The confidential communications privilege statute.
- Objective 6: The mandatory reporting statutes that pertain to the advocacy relationship.
- Objective 7: The unauthorized practice of law when working with victim/survivors.
- Objective 8: The standards of practice.
- Objective 9 Trauma and trauma informed care.
- Objective 10: Outreach to underserved communities.
- Objective 11: Effective case management.
- Objective 12: Setting goals and objectives.
- Objective 13: Motivational interviewing.
- Objective 14: Effective and appropriate documentation.
- Objective 15: The development of a service plan.

Goal 5: To have a working knowledge of counseling by reviewing:

- Objective 1: Counseling values.
- Objective 2: Communication skills.
- Objective 3: The barriers to effective counseling and communication.
- Objective 4: Safety Planning-Client Defined Advocacy.
- Objective 5: Case management scenarios.

GOAL 1: Working Understanding of Domestic Violence

Objective 1: The Definition of Domestic Violence

Definition of Domestic Violence:

Domestic violence is a **pattern** of abusive behavior in an intimate relationship where one partner tries to **control** and dominate the other. The behavior may be verbally, psychologically, physically, sexually, financially or technologically abusive with the victim left feeling scared, confused, dependent and insecure.

Assaulting, threatening or stalking an intimate partner is a crime in the state of Connecticut.

- The word "pattern" is in bold because when interviewing victims/survivors, generally there is a history of abuse that precedes their first identification of violence. This is not to say that a single hit, slap, or shove is not domestic violence.
- The word "control" is bold because at its root, domestic violence is about one person's need to gain control over their intimate partner.
 - o Domestic violence is a pattern of abusive and coercive behaviors that abusers use to control.
- It is intentional behavior. Its purpose is to exert **control and power** over another.
- It happens when one person believes they are entitled to control another.

Fluidity and Escalation of Violence:

- Domestic violence is fluid. This means, in its pattern(s), there are good times as well as bad in violent relationships. As you would expect, not every day is full of violence. This can and often does cause victims and survivors to hold out hope that their partner's behavior will return to that of the person they met and fell in love with.
- The pattern of domestic violence is that of positive and negative behavioral events.
- Domestic violence will **escalate** over time.
- Abuse can happen as a very slow pace.
- Little by little, a relationship goes from <u>healthy</u> to <u>unhealthy</u> to <u>abusive</u> before this shift is recognized by the victim.

Every person has their own perception of what domestic violence is. Their perception is based upon their past and present experiences.

Domestic Violence is Intentional:

The abuser is actively trying to change the victim's behavior. When the victim doesn't do what the abuser wants, the abuser will punish him or her. The victim will change his or her behavior to avoid punishment and accommodate the abuser.

Why is domestic violence intentional behavior?

- The abuser doesn't target his/her behavior towards friends and family
- The abuser does not target his/her behavior towards work colleagues or neighbors
- The abuse is targeted at their intimate partner and in some cases the children
- The abuser can manage his/her behavior outside of the intimate relationship.

Objective Two: The Methods of Control Used by Abusers in an Intimate Partner Relationship

5 Methods of Control:

Physical Emotional Sexua	Financial Technological
--------------------------	-------------------------

Physical Abuse:

- · Hitting, pushing
- Shoving, slapping, punching
- Holding or restraining
- Strangling, choking
- Inflicting bruises
- Welts and lacerations
- Dragging, pulling by hair
- Restraining
- Marking, branding

Financial Abuse:

- Withholding money
- No access to bank accounts/ATM and credit cards
- Ruining victim's credit
- Taking pay check
- Gambling

Emotional Abuse:

- Threatening, intimidation
- Humiliation
- Extreme jealousy/possessiveness
- Threatening acts of violence
- Constant criticizing
- Insulting and belittling
- Ignoring or dismissing the victim
- Denying, minimizing and blaming
- Invading privacy

Sexual Abuse:

- Coercing victim to have sex
- Making victim watch pornographic movies
- Sexually transmitted diseases
- Demanding sexual photos
- Using date rape drugs
- Sabotaging birth control

Technological Abuse:

- Tracking location
- Demanding check-ins
- Excessive texts
- Spyware
- Spoofing, catfishing
- Monitoring communications
- Posting on Facebook and social media

With **Physical** abuse, it is always recommended that when a victim/survivor indicates that she/he has been strangled (most people will refer to it as choking), it is important to get a "neck up checkup" to be sure that there is no longer lasting neurological or brain damage

- With **Technological** abuse, an abuser can textually harass or electronically stalk a victim simply by using their cell phone or computer.
 - Oftentimes a victim/survivor views technology abuse as "nuisance" behavior and does not take these threats as seriously as they would if the threat was made in person
 - Spoofing/catfishing: Spoofing is basically a phone scam in which someone
 pretends to be someone else by phone or online. Catfishing is basically an online
 scam in which someone pretends to be someone else online.
 - Here is an example of how this is done:
 - 1. Go online and Google SpoofCard. SpoofCard offers you the ability to change or spoof what someone sees on their caller ID display when they receive a phone call.
 - 2. Purchase a Spoof Card for approximately \$10 for 60 minutes.
 - 3. Dial the 888 number to connect you to the spoofing company.
 - 4. They will ask you to enter the number you are choosing to call, then ask you what number you want to display on the caller ID display.
 - 5. Also you will be asked whether to use a male or female voice.
 - 6. The call will be made.
 - o Why is it an effective form of harassment?
 - In some instances, after a judge has issued a no contact or other protective order against the abuser, the abuser will call or text the victim using the spoof technology. The victim will call or text the abuser back not knowing the recipient is the abuser. The abuser can then present the text/cell records to the judge who issued the order, and it appears the victim him/herself has been initiating contact.

To further understand spoofing, go to: https://www.youtube.com/watch?v=HEbpSSJ7TN8

Stalking and Harassment:

Concepts of stalking and harassment:

- Following you
- Checking up on you constantly
- Embarrassing you in public
- Refusing to leave when asked

Making unwanted visits or sending unwanted messages

Criminal Justice Note:

♣ As a crime, stalking is challenging to charge. More often the criminal charge for these types of behaviors is harassment.

Video: "The Use of Technology to Stalk" [18:44]:

https://www.youtube.com/watch?v=czXOiGAmxY0

Objective 3: The Complexities of Domestic Violence

Identifying Domestic Violence:

How do you identify when domestic violence begins in an intimate relationship? When does the pattern of domestic violence develop?

Case Study 3.1:

Tonya and Tomas have been married for two years, together for three years. Tonya is pregnant with their first child. There has been no abuse or violence in the relationship. The couple is well supported by family and friends who live in neighboring communities.

One day, Tomas comes home from work and starts badgering Tonya because she has prepared leftovers for dinner. He becomes loud and yells, "How many times do I have to tell you that I DO NOT want leftovers? What is wrong with you anyway, are you stupid?"

Tonya has never heard or seen this behavior from Tomas before, so she is struggling to make sense of the event. More than likely, Tonya is rationalizing Tomas' behavior because it has never happened before. Rationalizations such as: he had too much to drink; he had a bad day; his boss is on his back; or he was stressed.

Case Study 3.1.2:

The next day, Tomas apologizes, insisting it will never happen again. He is truly sorry and asks for forgiveness. Tonya forgives and forgets it happened.

Two months pass and Tomas comes home later after a night at the bar. He has had a few drinks and demands to have sex with Tonya. Tonya isn't interested because he appears drunk. Tomas lashes out saying, "There's plenty of other women who would want me, I don't need you." He tries to hug and kiss her but she tells him to stop. He walks away and goes to bed.

The next day, Tomas wakes and once again apologizes. He says he was drunk and meant none of what he said. To make up for it, he coaxes her into going out to dinner to the place where they first met. The incident two months ago is nowhere in her mind and she forgives Tomas for the night prior after the romantic evening.

Two weeks later, Tomas accuses Tonya of taking money from his wallet. He tries to get to her purse to search it, but Tonya pulls it out of reach. Tomas pushes her to the floor, grabs her purse, but only finds \$2.00. Neighbors hear them arguing and call the police. Tomas tells the police it was a misunderstanding, but when the police see the bruises Tonya received as a result of her fall, they arrest Tomas.

Tonya receives a call the next day from the Family Violence Victim Advocate. The advocate gathers the pertinent information about the situation. When the advocate asks if this has ever happened before, Tonya says no.

Practice Pointer:

At this point, it is imperative to ask additional questions. She does not recognize that the two previous incidents of abuse she experienced before she was pushed were the beginning stages of the violence she would experience in the relationship. It is important to ask follow-up questions to determine the extent of the abuse.

Case Study 3.1.3:

After Tonya responds that she has never experienced anything like this before, the advocate asks a few additional questions but first frames the conversation.

Advocate: You said this has never happened before. Can I ask you a few questions?

Tonya: Yes, that's fine.

Advocate: Has Tomas ever humiliated you or degraded you?

Tonya: Not really, well maybe.

Advocate: Has he ever criticized you or invaded your privacy?

Tonya: Yes, he is always criticizing everything I do.

Tonya has begun to recognize that something is not right in her relationship. She may or may not choose to do something about it.

Practice Pointers:

- ♣ A victim of domestic abuse may, and often do, leave 5-7 times before leaving the relationship for good.
- Recall the definition of Domestic Violence (pattern/fluidity). This case study highlights a series of events along a continuum. It demonstrates how not every moment is bad and the promise of change can persuade a victim to stay in a relationship.

Complexities of Domestic Violence:

- Domestic violence is fluid
- It is not one isolated incident
- It is a series of events along a continuum
- Events include positive and negative behavior
- Substance use/abuse
- Behavioral health
- The presence of weapons increases the ongoing threat of violence
- Victim unlike most other crimes
- Offenders unlike many others
 - o Masterful manipulations (even with police)
 - o Offender's status may add further complications
- Societal Complexities (further discussed below)
 - o Ethnicity/Race
 - Culture
 - Disabilities
 - o Language
- Trauma
 - Victims of domestic violence experience trauma leaving them to cope with the loss of their sense of safety and security
 - o Trauma exposure increases the likelihood of a range of vulnerabilities such as PTSD, depression, anxiety, and other mental health conditions
 - o Trauma effects the way victims approach potentially helpful relationships
 - Victims are often reluctant to engage in any type of human services which compounds their issues of isolation.

Impact of Domestic Violence:

As a result of the violence and the trauma that victims experience, the impact is as follows:

- ✓ Lessens self-esteem
- ✓ Vulnerability and fear
- ✓ Feeling powerless
- **✓** Feelings of unworthiness
- ✓ Anxiety
- ✓ Sadness or depression
- ✓ Anger
- ✓ Distrust
- ✓ Difficulty making relationships
- ✓ Difficulty making decisions
- ✓ Difficulty keeping focus
- Additionally, there can also be a sense of loss of the relationship, especially if the victim chooses to leave. They are allowed to grieve the loss of the relationship.
- Most victims do not want the relationship to end-rather they want the violence to stop

Objective 4: The Warning Signs of Domestic Violence

People who are being abused may:

- > Seem afraid or anxious to please their partner.
- > Go along with everything their partner says and does.
- ➤ Check in often with their partner to report where they are and what they're doing.
- Receive frequent, harassing phone calls from their partner
- Talk about their partner's temper, jealousy, or possessiveness.
- ➤ Have frequent injuries, with the excuse of "accidents."
- Frequently miss work, school, or social occasions, without explanation.
- > Dress in clothing designed to hide bruises or scars (e.g. wearing long sleeves in the summer or sunglasses indoors).
- ➤ Difficult making decisions. May show poor self-confidence.
- > Be restricted from seeing family and friends.
- Rarely go out in public without their partner.

Practice Pointer:

☐ If you are in a meeting with a victim/survivor and their cell phone is constantly buzzing, they continually ask how long the meeting will be or they appear anxious, this may indicate that their partner is monitoring their activities.

Objective 5: The Family Dynamics of Domestic Violence

Domestic Violence within the Family:





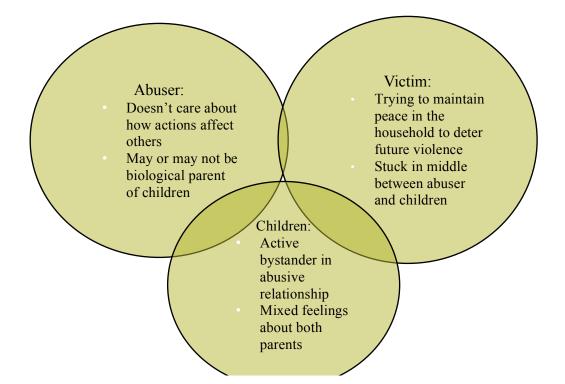




When domestic violence exists within a family, all parties listed below are affected:



Individual family members and their role(s) when domestic violence occurs:



Objective 6: The Tactics that Batterers Use to Control their Partners

Where do men get their messages about masculinity and how they should act? Why is it that some men go on to abuse while others do not?

Video: "The Mask You Live In" [3:09]

♣ https://www.youtube.com/watch?v=hc45-ptHMxo

These are still the messages that boys in our society receive and can become the foundation for intimate partner violence. Both men **and** women send these messages to boys.

Batter Tactics:

- ➤ **Isolation:** Why do you want to see your family every week?
- > Intimidation: Making your partner afraid by using looks, actions, gestures
- ➤ Using coercion and threats: I will kill myself if you leave I will take the children away from you
- ➤ Using children: To spy on the victim, using visitation to harass victim, telling children "I would be at home if mom would let me"
- ➤ **Damaging partner's relationships:** Telling people she is crazy/liar, using email and Facebook to send negative messages to friends
- ➤ Minimizing, denying, and blaming: But I didn't hit you that hard, you bruise easily, I wouldn't have hit you if you hadn't been smiling at that person
- **Being possessive and jealous:** Telling victim "you are mine and always will be."
- > Controlling: Not giving enough money for groceries, taking partner to every place s/he goes

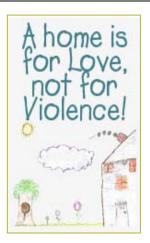
Video: "Something My Father Would Do" [16:06]

♣ https://www.youtube.com/watch?v=Y2s2UzNQm7M

Objective 7: The Impact of Domestic Violence on Children

Statistics:

- **♣** 70% of children exposed to domestic violence are also victims of child maltreatment (Fantuzzo & Mohr, 1999)
- ↓ 15.5 million children live in households where domestic violence has occurred within the past year (McDonald et al., 2006)
- ♣ Between 80% and 90% of these children are aware of the violence (McDonald et al., 2006)
- ♣ Children raised in violent homes are 74% more likely to commit assault (Senate Hearing 1990; Sedgwick, 1992)



Circumstances under which a child may be impacted by domestic violence:



- Child <u>exposure</u> to domestic violence: Seeing, hearing, being told about, seeing the aftermath of abuse used against a parent.
- Child <u>maltreatment/abuse</u>: Physical, sexual or emotional abuse or neglect

Several types of violence can be present in the same family!

How Domestic Violence Impacts Children:

- Not all children are affected by domestic violence in the same way
- Several factors may come into play for children who show great resiliency in the face of exposure to violence (Edelson, 1999)
- Children are changed by growing up with domestic violence in the home. But, they are not forever damaged
- Change can be sudden or gradual
- Change can be visible or from within
- Children are not passive witnesses but are active interpreters and observers of situations
- Change can be both positive and negative

How Children are Exposed to Domestic Violence:

- ✓ Hearing threats of physical harm
- ✓ Feeling tension building in home prior to assault
- ✓ Hearing/seeing assault on their mother/father
- ✓ Being denied care because mother/father is injured or depressed
- ✓ Being forced to watch or participate in violence against their mother/father

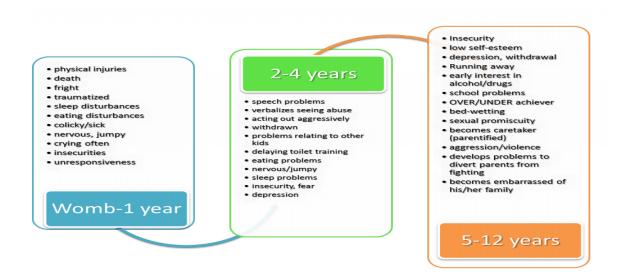
- ✓ Seeing aftermath of violent incident
- ✓ Having their relationship with their non-violent parent undermined
- ✓ Being taken hostage to force victim to return home
- ✓ Being enlisted by violent parent to align against non-violent parent
- ✓ Experiencing the loss of a parent due to murder/suicide

- Domestic violence threatens a young child's need for predictability, consistency and attachment
- Watching, hearing or later learning about a parent being abused (by a partner) threatens children's sense of stability and security
- Children living with domestic violence are at increased risk of experiencing physical injury or childhood abuse
- Children living with domestic violence are also at risk for increased emotional and behavioral problems

Video: "Through Our Eyes: Children, Violence and Trauma" [7:54]

https://www.youtube.com/watch?v=z8vZxDa2KPM&list=PLDuKXsqp Gdau87_vA3hyNy1Xz Wkuw GF&index=1

Impact of Domestic Violence on Children by Age:



Young children feel...

- > Fear
- Confusion
- ➤ Guilt
- > Anger
- > Frustration
- > Worry

Young children think...

- I am responsible for the fight
- ➤ Will I get in trouble?
- ➤ Will I get yelled at or hurt?
- ➤ Will I die?
- ➤ Will mommy die?
- ➤ Will I be rescued?

Domestic Violence and Children



Teenagers:

- ➤ May intervene and get hurt
- > May feel embarrassed
- May feel responsible for taking care of siblings and non-offending parent
- May be angry at either or both parents
- May be concerned about the well-being of the non-offending parent
- ➤ May develop risky behaviors drugs, alcohol, etc.
- > May initiate sexual relationships early
- May see a decline in school performance

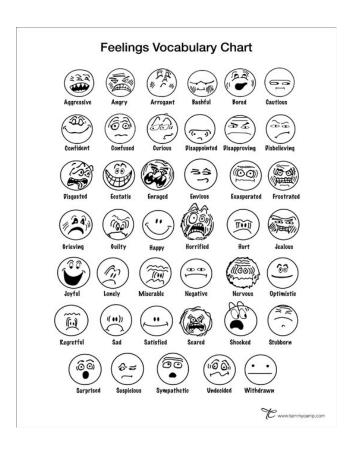
As a Result of Domestic Violence, Children Learn:

- ➤ Violence can be passed on from one generation to the next in homes where domestic violence takes place
- > Children first learn about the adult world in their families
- ➤ Children living in a home where domestic violence is occurring could be learning that:

- Violence in the home is how to deal with conflict
- Being a man means you can use physical force against a woman
- Being a woman means being a victim
- Discipline includes physically or verbally attacking another member of the family
- Victimization is normal
- ➤ Violence and threats get you what you want
- ➤ Violence is linked to expressions of intimacy and affection
- ➤ A person has two choices: victim or aggressor
- > Victims are to blame for the violence
- ➤ When people hurt others, they do not get into trouble
- People who love you can also hurt you
- Men are in charge, women don't have the right to be treated with respect

How to Help Children:

- Let children know the violence isn't their fault
- Help children identify their feelings
- Listen to what children have to say
- Create safe environments for children-establish routines
- Recognize and applaud their strengths
- Be a role model
- TD411 teen dating app



Objective 8: The Challenges to Leaving a Domestic Violence Relationship

Video: "Crazy Love" [16:00]

https://www.youtube.com/watch?v=V1yW5IsnSjo

Challenges to Leaving:



- ✓ Fear
- ✓ Love
- ✓ Children
- ✓ Money
- ✓ Limited or no support system
- ✓ Abuser promises to change
- ✓ Peer pressure
- ✓ It might be safer to stay at that time
- ✓ Victim convinces themselves that "it's not that bad..."
- ✓ The victim feels at fault

- ✓ Lack of knowledge about community resources
- ✓ Shame
- ✓ Lack of support from family and friends
- ✓ Concern for the welfare of the children
- ✓ Lack of employment or employment skills
- ✓ Inability to afford legal assistance with divorce, custody or orders of protection
- ✓ Fear of court system
- ✓ Belief that they are responsible for the abuse

Video: "The Story of Rachel" [10:14]

https://www.youtube.com/watch?v=ZFXIPNync9g

Objective 9: The Cultural Considerations When Responding to Domestic Violence and How to Develop Cultural Responsiveness

Culture and cultural barriers can also be challenges to leaving a relationship.

When working with victims, how do we develop our cultural awareness to identify these *barriers?*

Developing Cultural Responsiveness:

Who are you?



Exercise: [5:00]



Take 5 minutes to answer these questions:

- What is your cultural identity?
- o Do you think your identity impacts your work? If so, how?
- o Why does diversity and difference matter in this work?

What is Culture?

Traditionally, culture has been often thought of as a pattern of beliefs, attitudes and behaviors that are transmitted from generation to generation for the purpose of successfully adapting to society. The traditional definition was applied most frequently to racial and ethnic communities. The term culture has come to be recognized as fluid and heterogeneous, bound by time and geography.

Culture can be Based On:

- ✓ Race
- ✓ Ethnicity
- ✓ Sexual and/or gender identity
- ✓ Religion
- ✓ Age

- ✓ Class
- ✓ Immigration status
- ✓ Disablity status

What is Responsiveness?

Responsiveness refers to a set of attitudes, knowledge and behaviors on the part of the professional that reflect openness about difference and about power differential

What is Cultural Responsiveness?

Cultural responsiveness refers to the process by which an advocate:

- Combines general knowledge with specific information provided by the victim about his/her culture
- Incorporates an awareness of one's biases
- Approaches the definition of culture with a critical eye and open mind

Practice Pointer:

♣ One way to become culturally responsive is to understand the state/community in which you work

Who's in Connecticut?

- Connecticut is the 3rd smallest state in the United States (behind Delaware & Rhode Island) with an area of 4,844 square miles
- Connecticut is the 4th most densely settled state in the nation, with 723 persons per square mile compared with the national average of 85 persons per square mile
- CT's population is comprised of 3,574,097 residents, placing it at number 29th in terms of population size in the US
- 13.4% or 479, 087 of CT's residents identify as Hispanic or Latino origin

- CT's population is **older** relative to the United States. In 2007 the median age was 39.1 yrs. versus 36.7 yrs. for the US
- CT's racial and ethnic populations are **younger** than the White population. 1 in 3 Hispanics or Latinos, nearly 1 in 3 Blacks or African American, 1 in 3 American Indians or Alaska Native & 1 in 4 Native Hawaiians or Other Pacific Islanders are 17 years old or younger vs. about 1 in 5 Whites in CT

Why Emphasize Culture?

If our goal is to ensure that victims/survivors are able to make the best decisions for the best outcomes, it is important to understand how culture shapes:

- An individual's experience of violence
- Whether perpetrators accept responsibility
- Whether services are equally accessible
- Our own responses within the culture of the systems and organizations in which we work

People want to be recognized for their uniqueness as well as their likeness. We don't want to use the color blind approach that says:

"I haven't noticed that you are different. We are all human beings. We all have the same feelings. I don't care if you are purple, green or pink."

Social Privilege:

A system of unearned advantages afforded to a social group and its members because of skin color, social class, religion, ethnic group membership, gender, sexual orientation or other social characteristics. –McIntosh, Peggy. (1988)

Privilege operates to:

- Normalize some cultural practices and others
- Judge differences as deficits
- Ignore history and context
- De-value, demean and trivialize non-dominant practices and groups

Exercise: [10:00]

♣ Write down how you personally can use your social privilege when working with survivors/victims

Privilege and Culture:

The dominant majority group in an organization or society determines what customs, laws, language usage and norms will be observed, saluted and maintained. With its superior power and prestige, the dominant group can enforce these parameters and advance its particular interests and needs. -Joann Moody, 2004

Video: [3:59]

https://www.youtube.com/watch?v=hD5f8GuNuGQ

<u>Developing Cultural Responsiveness: Suggestions for Advocates and Agencies:</u>

Principles to Keep in Mind

- Responsiveness is a complex process that includes the development of self-awareness of
 the various filters that influence one's own decisions, his or her cultural biases, and world
 view. Furthermore, responsiveness requires a willingness to adapt and change these
 attitudes and biases based upon new information.
- Responsiveness has to be developed at both the individual and the institutional level—in an effort to balance standardization with flexibility. Institutions have to develop policies and protocols that clearly show the need for building responsiveness at all levels.
- It is essential that education and training be provided to all advocates and professionals in all fields. Training cannot, and should not be, a one time occurrence. Rather, each segment must build on one another with each level adding complexity.

Developing Cultural Competence:

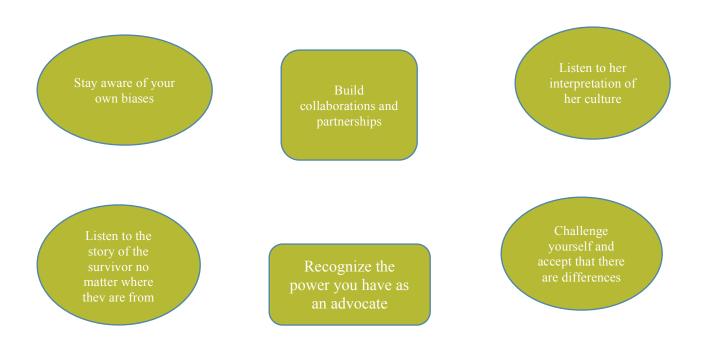
Principles to Keep in Mind

• All cultures contain a spectrum of contradictions: on one end of the spectrum, there may be a perceived widespread acceptance of domestic and sexual violence, while on the

other end, there are long standing traditions of resistance to violence against women and children.

- Domestic violence occurs in every community and group. Therefore it is critical to recognize and work against institutional disparities that adversely affect underserved communities, especially those disparities that may prohibit equal access to a range of services such as emergency shelter, police protection, etc.
- Survivors come from different communities and possess different values and norms. Thus, survivors are unique individuals—their responses to violence and intervention are shaped by a host of factors.

Cultural Responsiveness: What can I do at an individual level?



What can I do at an agency level?

Develop strategies to understand, analyze and negotiate around challenging issues & practices

Build collaborations and partnerships

Critically examine policies & protocol ensuring they are culturally competent

Ensure staff of the agency reflect and represent the populations served

Critically examine the culture of the organization- pay attn to values, principles & what sustains the work

Develop skills of ALL staff, not just staff assigned to work with particular populations

Create a space for critically thinking about norms, values & practices

Develop outreach strategies to underserved communities through a planned & thoughtful process Share "power"
when
collaborating with
diverse
community

Goal 2: Working Understanding of the Legal and Criminal Justice Response to Domestic Violence in Connecticut

Objective 1: The Definitions of Family Violence, Family or Household Member, and Family Violence Crimes

Definition of Family Violence:

"Family Violence" means an incident that results in <u>bodily harm, bodily injury or assault, or threat of physical violence</u> that causes fear of imminent physical harm, bodily injury or assault between family or household members.

Verbal abuse or argument does not constitute family violence unless there is <u>present danger</u> and <u>the likelihood that physical violence will occur.</u>

Definition of Family or Household Member:

"Family or household member" means

- (A) spouses, former spouses;
- (B) parents and their children;
- (C) persons eighteen years of age or older related by blood or marriage;
- (D) persons sixteen years of age or older that have resided together or who has resided together;
- (E) persons with a child in common;
- (F) persons in, or recently been in, a dating relationship.

The definition of a dating relationship has intentionally been left broad because there are situations in which, even though the victim/survivor would not qualify the relationship as dating, the offender may be stalking or harassing the victim/survivor and claiming to be or have been in a relationship. This may provide the victim/survivor an opportunity to be covered for an order of protection under the family violence laws.

Definition of a Family Violence Crime:

"Family Violence Crime" in addition to other elements, contains an element of an act of family violence to a family member & <u>shall not include acts of parents or guardians disciplining minor</u> children unless such acts constitute abuse.

Objective 2: The Key Provisions of the Family Violence Prevention and Response Act

The Family Violence Prevention and Response Act went into effect on October 1, 1986. At the time and for many years later, it was considered to be the single most progressive piece of domestic violence legislation in the country. Previous to the implementation of this act, police had discretion about making an arrest when responding to a domestic violence incident. Police oftentimes asked the victim/survivor if he/she wanted to press charges so there was enormous pressure on victim/survivors to decide whether their abusive partner should be arrested. The following information outlines the key provisions of the Family Violence Prevention and Response Act, which is still in effect.

Key Provisions of the Act:

- Established definitions for "family violence," "family or household member," and "family violence crime."
- Mandatory arrest policies in family violence crimes.
- Next day arraignment for family violence cases
- Required police officers to assist family violence victims to obtain medical treatment, notify victims of their rights to file for warrant and victim service resources.
- Established the "Family Violence Intervention Units" in all 23 GA courts in CT.
- Established Family Violence Victim Advocates as an integral part of the Intervention Unit and court system.
- Created a Family Violence Education (FVEP) as a pre-trail diversion program for offenders.
- Required DCF to notify law enforcement when it found a child to be abused.
- Required Police Officers to develop specific operational guidelines for DV arrests (Model Policy).
- Created Police immunity from civil liability for an arrest based on "probable cause".

Objective 3: The Process for the Law Enforcement Response to Family Violence

Law Enforcement Response:

Step by step arrest process:

- 1. Someone calls police to report incident of family violence. Anyone can call the police, doesn't have to be the victim.
- 2. Police telecommunications personnel (dispatchers) gather information from caller.
- 3. Police are dispatched to a residence to respond to an incident of family violence.
- 4. They conduct an investigation and ask both parties and any witnesses what happened.
- 5. They have to establish "probable cause" and if so-they are <u>mandated</u> by law to make an arrest.

Probable Cause:

What is probable cause?

- Probable cause is <u>the standard</u> by which an officer or agent of the law has the grounds to make an arrest, to conduct a personal or property search, or to obtain a warrant for arrest, etc. when criminal charges are being considered.
- Probable cause is, given the evidence, reason to believe that a crime has been committed.

Mandatory Arrest:

IF:

- Police complete an investigation-they speak to both parties.
- And the investigation establishes probable cause that a "family or household member" committed a crime; and
- The crime constitutes "family violence."

THEN:

<u>Police are mandated</u> to make an arrest and the defendant is required to appear in court the next business day.

Family Violence Charges:

The types of charges that are most often found in family violence cases:

- Homicide
- Assault 1, 2 or 3
- Kidnapping
- Sexual assault
- Strangulation
- Stalking
- Violation of court orders
- Threatening
- Risk of injury to a minor
- Breach of peace/disorderly conduct



Criminal Justice Note:

→ There isn't a specific crime of family violence in Connecticut. When someone is arrested, these charges are made and the crime is considered "family violence" by the nature of the relationship.

Conditions of Release:

After an arrest, police can set non-monetary conditions of release:

- No contact with victim
- Do not restrain victim
- Do not threaten, harass, stalk, molest, sexually assault or attack victim
- Do not enter family dwelling
- Do not possess or use weapon
- Do not possess or use controlled substance or intoxicant

The purpose of these conditions is to further protect a victim until the case is heard in court and a protective order can be issued

Lethality Assessment:

- This program is a two-pronged intervention process that makes use of a specialized lethality assessment instrument and an accompanying protocol. Trained police on the scene of a domestic violence call assess a victim's risk for serious injury or death and can then immediately link those at greatest risk to their local domestic violence advocate for support and safety information.
- If the police department participated in the Lethality Assessment program, the officer must conduct a LAP assessment.
- If the assessment is positive, police can contact local domestic violence agency on behalf of the victim.

Video: password: lap14 [17:58]

↓ https://vimeo.com/92298072

Review the Lethality Screening form on the following page:



DOMESTIC VIOLENCE LETHALITY SCREEN FOR FIRST RESPONDERS

When to Initiate a Lethality Assessment? When an intimate relationship is involved; AND You believe an assault has occurred, You sense the potential for danger is high, Names of parties or location are repeat names or locations, OR You simply believe one should be done.

Hotline # :					
Officer:	Department:	Date:			
Victim:	Offender:	Case #:			
☐ Check here if victim did not an	swer any of the questions.				
A "Yes" response to any of Oue	estions #1-3 automatically triggers the proto	col referral			
	gainst you or threatened you with a weapon?	☐ Yes ☐No ☐Not Ans.			
2. Has he/she threatened to kill yo		□ Yes □No □Not Ans.			
,	•				
Do you think he/she might try t		□ Yes □No □Not Ans.			
 Negative responses to Questions trigger the protocol referral. 	s #1-3, but positive responses to at least four	of Questions #4-11,			
 Does he/she have a gun or can . 	he/she get one easily?	□ Yes □No □Not Ans.			
Has he/she ever tried to choke y	you?	□ Yes □No □Not Ans.			
of your daily activities?	jealous or does he/she control most	☐ Yes ☐No ☐Not Ans.			
Have you left him/her or separa	ted after living together or being married?	□ Yes □No □Not Ans.			
8. Is he/she unemployed?		□ Yes □No □Not Ans.			
Has he/she ever tried to kill him	nself/herself?	□Yes □No □NotAns.			
10. Do you have a child that he/she	knows is not his/hers?	☐ Yes ☐No ☐Not Ans.			
Does he/she follow or spy on ye	ou or leave threatening messages?	☐ Yes ☐No ☐Not Ans.			
	ocol referral, if not already triggered above, or whenever the officer believes the victim	-			
response to the below question, or whenever the officer believes the victim is in a potentially lethal situation. Is there anything else that womes you about your safety? (If "yes") What womes you?					
□Victim did not ser	n based on the belief of officer een in				
If victim screened in: After advisi ☐ Yes ☐ No	ng her/him of a high danger assessment, did Advocate First Name:	the victim speak with the hotline counselor?			
- 16 - 140	muvocate i irst ivaine:				
Supervisor Signature:	Supervisor Printed	l Name:			
Note: The questions above and the criteria for determining the level of risk a person faces is based on the best available research on factors					
associated with lethal violence by a current or former intimate partner. However, each situation may present unique factors that influence risk					
for lethal violence that are not captured by this screen. Although most victims who screen "positive" or "high danger" would not be expected to be killed, these victims face much higher risk than that of other victims of intimate partner violence.					
Admin Only		Other			
CCADV 04/2013	out a state state of				

Practice the following script as the officer, victim, and advocate:

Lethality Assessment Protocol

Part 1: Screen Administration

Part 2: Conversation between Officer and Advocate

Part 3: Conversation between Advocate and Victim

Part 4: Conversation between Advocate and Officer

Script

Introduction:	About the Call for Service	
neighbor call	1 &	icer met with Mrs.
times. She su completing an	n investigation and determin	fused medical treatment. After sing probable cause existed Mr
Due to the fac		n are intimate partners and that
an assault hac	l taken place, Officer	initiated a lethality screen

Part 1: Initiating the Lethality Screen and Activating the Protocol Referral:

Officer: Ma'am I'd like to ask you some questions that will help me understand your

situation a little better.

Victim: OK

Officer: Before I begin please be advised that the information you share with me may be

used in the criminal or civil court process.

Victim: Okay

Officer: Has he ever used a weapon against you or threatened you with a weapon?

Victim: No

Officer: Has he threatened to kill you or your children?

Victim: Yes. He's doing it a lot lately, and I'm starting to believe him.

Officer: Do you think he might try to kill you?

Victim: I don't think so. But he gets so violent, sometimes I think he might, yes.

Officer: Does he have a gun or can he get one easily?

Victim: Yes. He has a pistol in our bedroom.

Officer: Has he ever tried to choke you?

Victim: Yes. Last week. I almost passed out.

Officer: Is he violently or constantly jealous of you or does he control most of your daily

activities?

Victim: No

Officer: Have you left him or separated after living together or being married?

Victim: No, I wouldn't dare. He'd go after me and probably kill me.

Officer: Is he unemployed?

Victim: Yes. He lost his job about 2 months ago.

Officer; Has he ever tried to kill himself?

Victim: No

Officer: Do you have a child that he knows is not his?

Victim: Yes. Two kids

Officer: Does he follow or spy on you or leave threatening messages?

Victim: No

Officer: Ma'am your answers tell me you're in serious danger. People in your situation

have been killed. I'd like to call the domestic violence hotline and tell an advocate

what I found and see what they have to say. Then I'd like you to talk to the

advocate. What do you think?

Victim: No, I don't think so.

Officer: Well, like I said, I'd like to tell the advocate what I found and see what they

suggest so I'm in a better position to help you. You don't have to talk to them, but

I'd like you to think about it while I'm on the phone.

Note to Officer: Make the call, introduce yourself and tell the advocate you have a LAP-High Danger victim. Answer the hotline worker's informational **questions.**

Part 2: Officer's Call and Conversation with the Advocate:

1. Gather information from the Officer:

Advocate:	Thank you for calling, this is, how may I help you?	
Officer:	Hi, this is Officerwith thePole Department; I have a high danger victim. Dept. Name	ic
Advocate:	Thanks for calling Officer Could you give me the names of the victim and offender?	ıe
Officer:	The victim is Kathy Johnson and the offender is Lee Johnson.	
Advocate:	What is the case number?	
Officer:	2015-186	

Advocate: Okay and what were Kathy's positive responses on the lethality screen?

Officer: She answered yes to numbers 2, 4, 8, 10, and 11.

Advocate: Okay and could you tell me briefly, what occurred?

Officer: They got into an argument and he struck her in the face several times. We're

making an arrest and taking him into custody.

Advocate: Okay, were there any children present or in the home?

Officer: Yes, her minor son was in his room and will be staying with her.

Advocate: Does Kathy feel comfortable talking to me?

Officer: No, Let me ask her again.

Officer: (To victim) Ma'am would you mind speaking to the advocate? You're just talking

to her, that's all.

Victim: Alright

Note to Officer: Hand the phone to the victim

Part 3: Conversation between Advocate and Victim:

2. Identify yourself and begin rapport building:

When the victim comes to the phone:

- Introduce yourself
- Thank the victim for speaking with you and acknowledge that you understand how difficult speaking with you is for her, and
- Briefly explain your program's confidentiality policy & services

Victim: Hello

Advocate: Hi Kathy, this is _____ from _____. Thank you for talking with me today; I understand this is difficult for you. Before we get started, I would just

like to take a moment to tell you a little about our organization and the limits to our confidentiality policy. Then, we can talk more about what happened tonight. I want you to know that everything you say to me is confidential; unless you disclose child abuse or that you're homicidal or suicidal. Does that make sense to you?

Victim: Yes

Advocate: Great. Just to let you know, we have many services here that are available to you.

We have a 24 hour hotline, a safe shelter for individuals in immediate physical

danger, a counseling department and court advocates.

Empathize with the victim's situation; express your admiration of the victim's courage and cooperation and your and the officer's support of her.

Advocate:	I am so sorry that you have had to go through this; you must have felt very scared tonight. I hope you realize how much strength and courage it took for you to talk to Officer and me. You should be very proud of yourself for doing that.
Victim:	Thank you

3. Reiterate how dangerous the situation is.

Express your concern for the victim's (and her children's) well being

Reinforce what the officer has already told the victim: that in situations such as this people have been killed.

Advocate: I'm really concerned about you and your son after hearing what happened and what your responses were to the screen that you did with Officer _____. I don't want to scare you, and the officer may have already told you, but families in your situation have died as a result of the abuse and I really want to make sure that you and your son are going to be okay.

4. Provide education and safety planning.

Explain that the abuse is not the victim's fault, is an issue of control, and is recurring and will become worse and more frequent.

- Provide examples, if appropriate of the power and control, or specifically, from the victim's screen responses.
- Do not let the victim, without a remedial comment, rationalize or minimize the abuser's behavior. Focus your statements on the abuser's accountability.

Victim:

We're going to be fine. I can tell that he's already starting to feel bad about what happened tonight and I wish I had never called police. Now it looks like he's going to jail and it's all my fault. None of this would have happened if I wouldn't have spent so much money at the grocery store this morning. I was just scared for my son and I didn't know what he would do next. In the moment, I thought it was the right decision. But now, I don't know.

Advocate:

I know this is really hard for you Kathy, but you definitely made the right decision. By calling for help, you not only showed your son that abuse is not okay but you protected you and your family. Like you said, you were scared and you didn't know what he would do next. You made the best decision that you could in that moment. It's important for you to know that this isn't, in any way, your fault. There isn't anything you could do that could justify him hurting you the way he did tonight.

Victim:

But he told me before, if I would follow the budget, then he wouldn't get angry.

Advocate:

The reason people are abusive is because of a need to be in control. As I said before, there isn't anything you could do to justify his behavior. It's important for you to know that incidents will only get worse and happen more often. I'm not sure if you're familiar with I, but there tends to be a cycle to violence. After an incident occurs, you find yourself in a honeymoon phase, where things seem okay again. Maybe he's apologetic or, like you said before, he may start to feel bad about what happened. At some point later, things get tense again, little things start to happen and then, before you know it another incident has occurred.

Victim:

Yeah, that sounds pretty familiar.

Safety plan with the victim for her immediate needs, i.e., her safety and specific living necessities

over the next 24 hours.

Advocate:

If you don't mind, I'd like to spend a little time creating a safety plan with you for tonight. I know Lee is being taken into custody, but he might be released within several hours. As I mentioned before, we have a shelter here at ______ that can keep you and your son safe. Is that something you might be interested in?

Victim:

No. I can't bring my son into a shelter. He needs to stay in his own house where things are familiar and comfortable to him.

Advocate:

I understand that, but often people imagine a shelter to be something very different than what we offer. Our shelter is a very safe and comfortable environment. You and your son would have your own private room and find the space to be accommodating to your household needs. We also have shelter advocate's here 24 hours a day. Even if it is only for a day or two to give you some time to sort out what to do next and to keep you safe. So, please keep in mind that the shelter is here and should you ever change your mind, do not hesitate to call us. However, can we try to think of a place that in case of an emergency, you and your son would be comfortable and safe if you had to leave right away and you don't chose to come to the shelter?

Victim:

I don't know. I don't want to burden any of my family with my problems.

Advocate:

I know it may feel that way to you, but don't you think your family would want you and your son to be safe?

Victim:

Yeah, I guess so. I know we'd always be able to stay with my mom or my brother if we really had to.

Advocate: That's great. Do they live near you?

Victim: Yes, my mom lives in town and my brother is only twenty minutes away.

Advocate: Okay that's a start. Do you think you could talk to them and let them know, in

case of an emergency, you're considering that?

Victim: Yeah, I guess I can do that.

Advocate: Do you have transportation should you have to leave? If not we could arrange that

for you.

Victim: Yes, I do have a car of my own.

Advocate: OK, You might want to keep a key to your car hidden outside somewhere in case

of an emergency. It would also be a good idea to have a bag packed and kept in a

safe, accessible place; with anything that you and your son might need should you

have to leave. Things like extra clothes, money, medicine, keys and important

documents. Do you think you could put something like that together after we're

done talking?

Victim: Yeah, I can always keep that in the trunk of my car. It would be safe there. I will

hide a key outside.

Advocate: Do you think that if you felt in danger again, you would call the police?

Victim: I don't know. I just feel really overwhelmed right now and I'm embarrassed

because now all my neighbors know that we're having problems. I guess if I

really felt in danger I would call them though.

Advocate:

That's good Kathy. I know this is hard for you, but please know that the police are there to protect you and your family. It would also be a good idea to teach your son how to call the police. Do you think that you could do that?

Victim:

I've already taught him how to do that.

Advocate:

It sounds like you're a good mom and that you care a lot about your son. Another step you can take to stay safe is to identify the safest route outside of your house.

That way, if something happened and you needed to get out right away, you would have already thought through the safest way. You can also consider picking up 911 cell phone's from our office. That's something you could always have with you, keep them in extra rooms in your house, or put in your packed bag, just to feel a little safer. Put the phone on mute in case you have to call 911 and you do not want anyone to hear dialing or ringing tones. You also may want to turn off the GPS application on your cell phone so that you cannot be tracked.

Victim:

That might not be a bad idea; he always seems to know where I am and when something happens he takes my phone so I can't call the police. I will definitely do that.

Advocate:

Okay, that sounds good to me. I want you to know that you haven't only taken huge steps tonight but you've demonstrated a lot of strength and courage while doing so. You should be very proud of yourself.

Victim:

Thank you. It doesn't really feel that way to me though.

5. Encourage victim to come in for services.

Whether or not the victim agrees to the appointment, try to obtain a safe phone number to call her. Advise her that someone will follow up with her the next day to make sure that she is safe. This could be the family violence victim advocate if there is an arrest or advocate from the domestic violence program if there is not an arrest.

Advocate:	I know it's hard to recognize that in yourself, but from talking to you and Officer
	tonight, it's been very evident to me. It really sounds like you could
	benefit from our services. I know it's been hard talking to me tonight, especially
	with everything that's going on around you at home. But I want you to know that
	it can be really helpful to have the opportunity to come in and talk to someone
	when you can feel safe and comfortable. Would you like me to schedule an
	appointment with you tomorrow with our counseling department? Our services
	are of no cost to you. What time is good for you?
Victim:	I will have to see in the morning and call you.
Advocate:	Officertells me Lee was arrested. Let me give you the court advocates
	phone number where Lee will be arraigned and you can speak to the advocate
	over the phone for a protective order. Remember, the court advocate is just like
	me, they have the same confidentiality clause as I do. You do not have to go to
	court; the advocate can do everything over the phone. Would you prefer that I
	give the court advocate a safe number to call you on?
Victim:	Yes, that will be great, I am so relieved I do not have to go to court and face him
	tomorrow. They can call my cell phone 860-555-5000.

Advocate:

OK, maybe after you talk to the court advocate you could go to the office and pick up the cell phones for your bag and extra rooms. When you are at the office maybe you could schedule an appointment with one of the counselors. If there are any necessities you need they can help you with that also. It is entirely up to you. Is there anything else I can help you with right now?

6. Ask to speak to the officer again to conclude the telephone call.

Ask for permission to speak with the officer and to convey the basic plan you have developed.

Advocate: Okay. Do you mind if I talk to Officer _____ about the plan that we came up with together?

Victim: No that's fine. Here he is.

Part 4: Conversation between Advocate and Officer:

Officer: Hello

Advocate: Hi Officer ______, I just want to let you know what Kathy and I came up with.

She isn't ready to come to shelter at this time, but she was able to identify her mom and brother's house as being safe housing options for her if needed. We discussed how she could stay safe in her home and she's been encouraged to call 911 if she feels in danger again. Since Lee was arrested, the court advocate will

call her in the morning about a protective order. I'm going to follow up with the court advocate to see if a protective order was issued and if the victim made an appointment with the counseling department. Were you able to give her our brochure and hotline number to ______?

Officer: That sounds good. Yes, she has the brochure and the hotline number.

Advocate: Great. You said Lee was arrested and in custody. Do you know how much his bond is?

Officer: Yes his bond is set at \$25,000.00.

Advocate: Will someone be able to notify Kathy should Lee bond out? Kathy will then

be able to adjust her safety plan..

Officer: OK, we will have someone call her is he bonds out before his arraignment..

Advocate: Great, thank you for your help. Is there anything else that I can do for you?

Officer: No, thanks for helping.

Advocate: Thank you, bye

(END OF SCRIPT)

Objective 4: The Process for the Judicial Response to Family Violence

Judicial Response:

Courts in Connecticut

Superior Courts: Most of the family violence matters are heard in a superior court in Connecticut. These types are:

- <u>Criminal Division:</u> When someone is arrested on any charge. This court is generally referred to as a GA (Geographical Court). These courts are where the family violence arrests are heard and processed.
- <u>Family Division:</u> Restraining Orders, Custody, Divorce, and Visitation are heard and processed. This court is generally referred to as a civil court or JD court.
- <u>Juvenile Division:</u> Care of minor children or children's behaviors. This court is generally referred to as "juvie" court.
- <u>Civil Division:</u> This is also a civil court that handles small claims and lawsuits. In some courts there is also a specialized housing unit. If not, housing cases are handled in civil court.

Probate Courts: Protecting the rights of individuals

- Adoption and guardianship
- Wills and estate matters
- Termination of Parental Rights

Appellate Courts: The appellate courts review decisions made in the Superior Courts to determine if any errors in the law were committed.

Supreme Court: Reviews decisions made in the Superior Courts to determine if any errors of law have been committed. It also reviews selected decisions of the Appellate Court.

Practice Pointer:

♣ It is important to review the different types of courts because there are both criminal and civil remedies for domestic violence

Specialized Domestic Violence Dockets:

Specialized dockets courts are a separate part of the criminal court that handles cases of family violence. They are comprised of:

- Family Violence Victim Advocate
- Prosecutors
- CSSD Family

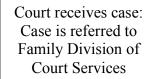
- Police Departments
- CSSD Probation
- Batterer Intervention Programs
- Department of Children and Families (DCF)
- DCF DV Consultant
- **CSSD Commissioner**
 - o CSSD is the Court Support Services Division of the Judicial Branch.

Criminal Process:

- The role of the victim during the criminal process is to serve as a witness for the state.
- In Connecticut, all crimes are considered o be against the state, i.e. State v. John Doe.
- The prosecutor and judge determine the course and outcome of the case once charges have been brought against a defendant.
- Only the state can dismiss a case, i.e. have the charges dropped. A victim cannot. However, the victim's cooperation with the state is often crucial to the state's case.

Arraignment: one of the first court appearances, during which the defendant must enter a plea of guilty or not guilty before a judge. (Will generally always plead not guilty at this appearance, even if the defendant plans to make some plea agreement later.)

Three steps of an arraignment: 1. Identification of defendant, 2. Reading of charges, 3. Plea of Defendant





Family Division accepts case

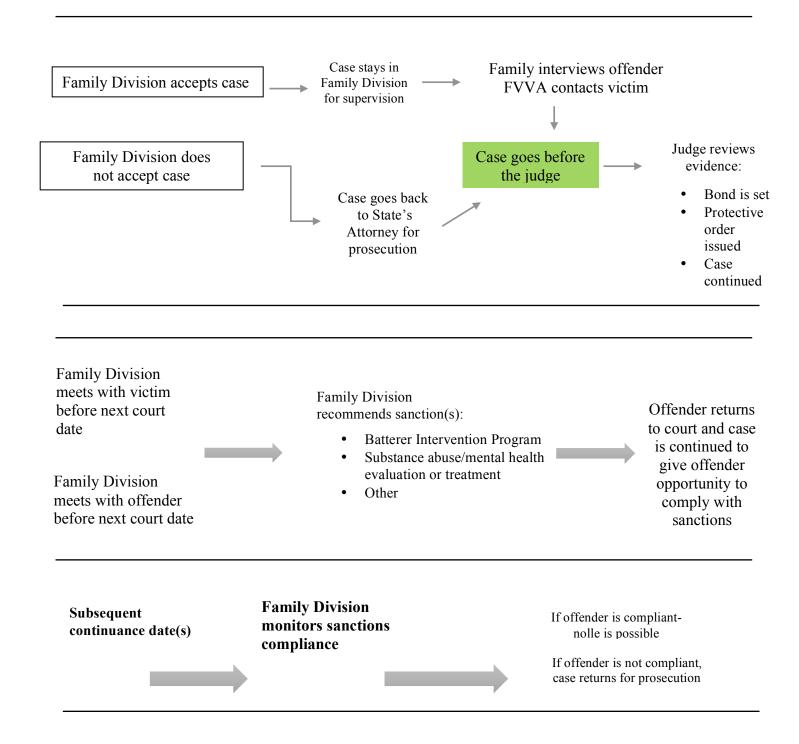
Family Division does not accept case

Criminal Justice Note:



First the case gets referred to the Family Division of Court Support Services. Family decides if they should take the case for supervision based on the following factors:

- Previous history of family violence
- Charges in the case
- Offenders previous participation in a batterer intervention program

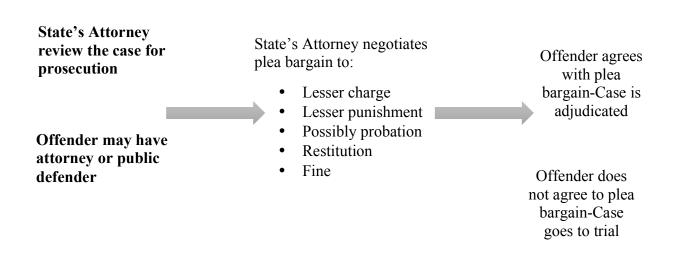


Criminal Justice Notes:

♣ The above two graphics demonstrate the process if Family accepts the case.

- ♣ On the day of the arraignment (see definition on pg. 47) Family interviews the offender and in some offices they also interview the victim.
- 4 At the same time, the Family Violence Victim Advocate attempts to contact the victim either in person or by telephone. If the advocate is successful in contacting the victim, they will
 - 1. Gather information about the arrest and the history of violence
 - 2. Explain the court process to the victim
 - 3. Provide information about the types of protective orders
 - 4. Ask the victim about their wishes for the case, and
 - 5. Offer additional support and resources.
- With the permission of the victim, the advocate will relay the victim's wishes to Family. Family will prepare the protective order and send the case to the judge for arraignment. The judge will set bond, issue the protective order and continue the case. The protective order will stay in effect throughout the case and it can only be modified by the judge.
- ♣ Before the next court date, Family will separately interview the offender and the victim. Based upon the interviews, Family recommends to the court sanctions that can include:
 - Batterer intervention program such as Family Violence Education Programs, Explore, or Evolve
 - o Substance abuse evaluation or treatment
 - Mental health evaluation or treatment
 - Other sanctions
- → The case then returns to court where the offender is given sanctions. The case is continued to allow the offender the opportunity to comply with sanctions. During that time, Family will continue to supervise the case.
- ♣ At the next court date and if the offender complies with the sanctions, the case may be nolled.

If Family Division does not accept the case:



Criminal Justice Notes:

- ♣ The above graphic demonstrates the process if Family does not accept the case. In this event the case goes to the State's Attorney for prosecution. At that time, the State's Attorney may negotiate a plea bargain which may include:
 - o Plea to a lesser charge
 - o Plea for a lesser sentence
 - o Plea for probation
 - Plea for a fine
- ≠ If the offender agrees to the plea bargain, the case goes before the judge and the case is considered "adjudicated" or resolved.
- ♣ If the offender does not agree to a plea bargain offered by the State's Attorney, the case goes to trial.

Objective 5: The Responsibilities of the Family Violence Victim Advocate

Family Violence Victim Advocates:

The Family Violence Victim Advocate ("FVVA") plays an integral role in the processing of family violence cases in criminal court.

The FVVA acts as the liaison between the victim and the court.

When a family violence case gets referred to the Family Division, the FVVA attempts to contact the victim. At times the victim may appear in court, if not the FVVA will attempt to reach the victim by telephone.

If the FVVA is successful in contacting the victim, it is her/his responsibility to:

- Gather information about the incident
- Gather information about the history of violence
- Explain the court process to the victim
- Relay the victim's wishes to the court
- Talk with the victim about protective orders
- Make any appropriate referrals for services
- Inform the victim about upcoming court dates and the status of the case

The FVVA will stay in contact with the victim throughout the entire court process unless they indicate otherwise. At times, the State's Attorney or Family Division may ask the assistance of the FVVA in reaching the victim when preparing the case.

Objective 6: The Civil Processes Regarding Family Violence

Civil Process:

The following cases may involve family violence:

- Restraining Order applications (TRO/RO)
- Divorce
- Custody/Visitation

•

Practice Pointer:

- ≠ It isn't necessary to go into great detail regarding the civil court process.
- ♣ The advocates role in civil is primarily to assist with restraining orders, the process of which is detailed in the next section.

Objective 7: The Orders of Protection in Connecticut

Orders of Protection:

Through Criminal Court

- Protective Orders (PO)
- Standing Criminal Protective Orders (SCPO)

Through Civil Court

• Restraining Orders (RO)

Through Police or by Bail Process

• Conditions of Release

Other Means

• Foreign Orders

Protective Orders:

- Issued by criminal court after a family violence arrest
- Lasts as long as court case
- Can be modified at defendant's court dates
- Children will be included on the order **only** if they are a <u>direct</u> victim or <u>direct</u> witness of the violence-can include pets as well
- "Cooperate with DCF" can be added to order

Review the following sample Order of Protection:

ORDER OF PROTECTION JD-CL-059 Rev. 10/10 (C.S. §§ 29-20, 29-32, 29-36, 29-36k, 456-36c(d)(e), 26-36k, 29-36k, 29-36k	
This order is sealed from the public All information The protected person's address information Protected Person	
Last rigine First rame Mavy A Horps address Mailing address Same as above	Cay State Zp City State Zp City State Zp
Respondent (Defendant)	Respondent Identifiers
Cautions/Weapons (if information is evaluable): Allegedly possesses one or more firearms Allegedly holds a permit to carry a pistol or revolver. Other:	Distinguishing features/other identifiers April
Terms and Conditions of Protection You, the Respondent, must follow all the orders and conditi Surrender or transfer all firearms. Do not assault, threaten, abuse, harass, follow, interfere with Stay away from the home of the protected person and where Do not contact the protected person in any manner, including contact the protected person's home, workplace or others wit alarm to the protected person. (CT05) Other: Additional terms and conditions are on the following pages:	or stalk the protected person. (CT01) wer the protected person shall reside. (CT03) by written, electronic or telephone contact, and do not the whom the contact would be likely to cause annoyance or General Protection Order Notifications, JD-CL-098
This order remains in effect until:	Additional Orders of Protection, JD-CL-100 General Restraining Order Notifications (Family), JD-CL-104 der of the court. Expiration date (V applicable)
The court had jurisdiction over the parties and the subject me notice and opportunity to be heard. This order shall be enfor District of Columbia, any U.S. Territory, and may be enforced territorial, or tribal boundaries to violate this order may result State law provides penalties for possession of a firearm or el 53a-217(a)(3) and 53a-217(c)). Federal law also provides pany firearm or ammunition while subject to a qualifying proter	atter, and the respondent was provided with reasonable ced, even without registration, by the courts of any state, the by Tribal Lands (18 U.S.C. Section 2265). Crossing state, in federal imprisonment (18 U.S.C. Section 2262). ectronic defense weapon (Conn. Gen. Stat. §§ penalties for possessing, transporting, shipping, or receiving
U.S.C. § 922(g)(8).	

Standing Criminal Protective Orders:

- Issued by the criminal court at the **end** of criminal case
- For severe cases of family violence
- Can last for the rest of the victim's life or an extended period of time
- Can ONLY be modified by Judge

Restraining Orders:

- Issued at civil court
- An application must be made to obtain one
- Order can also give victim/applicant temporary custody of their child(ren)
- To be eligible for a restraining order, the applicant:
 - Must be a "family, household member or dating relationship"
 - Threat of violence or actual physical violence
 - Incident must be recent
 - Victim must be in fear for their safety
- To apply for a restraining order, the applicant must complete the "relief from abuse" form, which is two pages. In addition, the applicant must complete the affidavit, which is the applicant's detail of the abuse from which they are seeking relief. In addition, this form also includes a check box to request for temporary custody of the children. If the applicant is requesting temporary custody, the "Affidavit Concerning Children" form must be completed.

Practice Pointer:

♣ If the applicant believes that disclosing their address may put them or their children at risk, they can request that their address not be disclosed to the abuser by completing the "Request for Non-Disclosure of Location Information" form.

Review the sample application on the following three pages:

STATE OF CONNECTICUT APPLICATION FOR RELIEF FROM ABUSE SUPERIOR COURT JD-FM-137 Rev. 2-10 C.G.S. 55 29-28, 29-32, 29-33, 46b-15, 46b-38nn, 46b-38oc, 52-231a www.jud.ct.gov Use a typewriter or print clearly in ink. You must also complete an Affidevit, form JO-FAI-138. Give both forms to the Clerk of Court.
 After your Application and Affidavit are processed, the clerk will give you the proper papers to have served on the Respondent.
 Make sure the originals are returned to court after service. To Applicant If Ex Parte relief is ordered, prepare the following forms: Order of Protection, form JD-CL-98, and if applicable, Additional Orders of Prote form JD-CL-100; Order and Notice of Court Hearing, form JD-PM-140; General Restraining Order Notifications (Family), form JD-CL-994.
 If Ex Parte relief is NOT ordered, prepare Order and Notice of Court Hearing, form JD-PM-140;
 Provide the Applicant with the original and one copy of the Application and Additions: Exhaul copies of each for court file.
 Provide the Applicant with the Procedures For Relief From Abuse Process brochure JDP-PM-142 for further Information. Instructions To Clerk So Washington St, Hartford, CT 06105 Colerk will fill in aucasian Smith, Mary A * see note Same as mailing address 06000 183 Lane Street Windsor 10 Ramey Road * NOTE: The home address and/or work address provided above will be included on any orders entered by the court. If you do not wish to provide your home address and/or work address, do not complete these boxes. However, failure to disclose your location information may limit the protection your can receive by the restraining order. If you believe that disclosure of location information would jeopardize you and/or your child(ren)'s health, safety or liberty, you may file a Request For Nondisclosure of Location Information with the Clerk of Court. Information About The Respondent nom application is filed) (Last, first, middle initial) 04/20/1978 mith, Boh M 83 Lane Street 200 lbs, Scar on Chin, 33 years 6'01" My spouse or a person I have a civil union with ☐ My child My former spouse or a person I had a civil union with 💢 A person 18 or over related to me by blood or marriage Parent of my child A person 16 or over with whom I reside or with whom I have resided My parent A caretaker who is providing shelter in his or her residence to a person 60 years of age or olde A person with whom I have (or recently had) a dating relationship "X" here if you have cohabited with the Respondent as an intimate partner (romantic, spousal, or sexual relationship while living together). "X" here if a Protective OrderRestraining Order exists affecting any party to this Application (Enter docket number and court location) Court location "X" here if a dissolution of marriage (divorce), dissolution of civil union, custody or visitation action exists involving the same parties. (Enter docket number and court location) Docket number Page 1 of 2 (continued on page 2)

Smith, Mary Application For Relief From Abus	Smith	Bob	Cler	k wil	(fillin)
I have been subjected to a continuous threat		ain or physical inj	ury by the Responder	nt named	above as
stated more fully in my attached Affidavit.					
1. I request that the court order the follo	wing conditions: ("X"	all that apply)			
CT01 The Respondent not assault, three CT03 The Respondent stay away from a CT03 The Respondent not contact me is contact my home, workplace or of me. (CT05)	my home or wherever n any manner, includi	I shall reside. (C ing by written, ele	T03) ctronic or telephone (contact, a	and not alarm to
CT16 The Respondent may return to the CT16 The Respondent stay 100 yards a CT19 That the order protect my minor of	sway from me. (CT16)		belongings. (CT14)		
Name(Last_first, middle initial)	Pate of	1954		onship to me	
Roberts, Jane L.	01/29	/1954	Mather		
CT31	med or kept by me. (0	CT31)			
2. I request that the court make the follo	wing temporary child	custody and visit	ation orders:		
CT20 XX Award me temporary custody of t	the following minor ch	ild(ren) who is (ar	re) also the child(ren)	of the R	espondent.
Name	Sex Date of birth		Name	Sex	Date of birth
1 Smith, Sally A.	(MF) (mmiddyyy)	4 (Last	frst, middle initial)	(MF)	(mm/88/yyyy)
2 milh, Sally h.	F oction and	5			
3		6			
CT21 With visitation as follows:					
CT22 Without visitation rights to the Re	spondent.				
-					
3. I request that the court order the folice.	owing: (further order)				
Request For Ex Parte (Immediate	e) Relief ("X" if a	pplicable)			
4. I request that the court order Ex Part				nd presen	t physical
danger to me and / or my minor children Signed (Applicant)			Commisioner of Superior Co.	urt D	ale signed
			Commission or organization or		en egine
	Subscribed and sworn to before me:	(clerk will	Sign here		
· (Sign in front of clerk) Optional to applicant (If you choose to answ	swom to before me:	(clerk will	Sign here)		
Optional to applicant (If you choose to answ 1. Does the respondent hold a permit to car	sworn to before me: ver, "X" the appropriate my a pistol or revolver?	(clerk will	Sign here)		Jriknown Jriknown
Optional to applicant (If you choose to answ	sworn to before me: ver, "X" the appropriate my a pistol or revolver? re firearms? are in court for your reli	(Clerk will	Yes No		Jinknown

AFFIDAVIT - RELIEF FROM ABUSE

STATE OF CONNECTICUT SUPERIOR COURT www.jud.ct.gov

JD-FM-138 Rev. 4-11 C.G.S. 55 460-15, 52-231a, P.B. 5 25-57

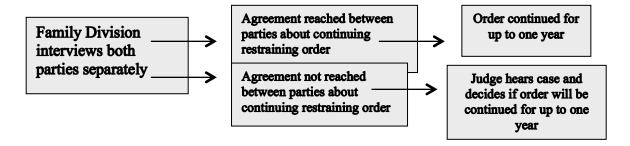
Instructions to Person Applying for Relief from Abuse (Affine)

The control of distribution of the company	Instructions to Person Applying for Relief from Abuse. (Affiant) ind given to the clerk along with your filled out Application for Relief F you seek relief from and must be made under oath (you must swell afficiney who will also sign and date the affidavit). The statement in incidents outlined in this statement.	rom Abuse, form JD-FM-137. Your attidavit
	need additional room, use another Affidavit - Relief From Abuse for	m, JD-FM-138. You must sign and swear to
If you are asking for temporary custody of	f your minor child(ren), you must also fill out an Affidavit Conce	orning Children, form JD-FM-164.
Smith, Mary	Name of respondent (Person you want a restraining order against Smith, Bob	
Statement Of Conditions Fr	om Which You Seek Relief	1
I, the person signing below, duly de incident: (1) what happened, (2) wh	pose and say that I am the Applicant in this matter and on it happened, (3) where it happened, and (4) who wa	state as follows: (Explain for each as there when it happened)
and a Split lip	the face. He gave me a	black eye
called the po	Bob said he would kill lice.	me if I
and Bob Show away my cel dead if I told	ear old daughter came to ear old daughter came to ed her against the wall phone and told me I anyone what happened daughter and me.	II. Bob took
Statement Concerning Tem	porary Custody Of Children	
"X" one of the following:		
I am not asking for temporary co	istody of any minor child(ren) in this matter.	
I am asking for temporary custo (Fill out an Affidavit Concerning	dy of my minor child(ren) in this matter. Children, form JD-FM-164, and bring it to the clerk alon lication For Relief From Abuse, form JD-FM-137.)	ng with
I certify that the statements above are true to best of my knowledge and belief. Subscribed and swom to before me: (Assistant Cell Color K. Will) Sign.	(Sign in front of clerk) A	Mary Smith

- Once the application for restraining order is complete, the court clerk will bring it to the judge to be approved.
- If the application is granted, it will be effective for approximately two weeks.
- A court date will be scheduled, during which both parties can speak before the judge with respect to the application
- Once the judge grants the application, the order—the document signed by the judge that grants the application—**must** be personally served on the respondent **by a marshal**.
- The applicant is responsible for contacting the marshal and providing them with the papers to be served on the respondent.
- Once the papers have been served, the marshal will return the papers to the court to validate the service.

• Two week hearing:

- o The Family Division will interview both parties separately in attempt to come to an agreement to continue the restraining order.
 - If both parties come to agreement, the parties will appear before the judge and the order will be continued for up to one year.
- o If no agreement is reached, both parties appear before the judge and the judge will make a decision or ruling about continuing the order for up to one year.



Practice Pointers:

- ♣ Before assisting a victim with a restraining order, there are several considerations. Obtaining a restraining order may escalate the violence, so it is important to have a conversation with the victim to address the following questions:
 - o Does the abuser abide by the law?
 - o Is victim willing to call police if order is violated?
 - Will having the restraining order escalate the situation?
 - Will reading the affidavit escalate the situation?
- ♣ If the victim verbalizes any apprehensions, a restraining order may not be a viable option.

Conditions of Release:

- Set by either police or bail commissioners after a family violence arrest
- Can include a stay away order
- Return to page 31 of the manual and review common conditions of release

CONDITIONS OF RELEATING FAMILY VIOLENCE	ASE	ee back/page 2 for				F CONNECTI	
	Immediately provide a along with the original		. Send original and	a copy to th		www.jud.ct	.gov
(1) NAME OF DEFENDANT (Last, First, M	liddle)	(2) DOB (n	nm/dd/yyyy)	(3) SEX	(4) RACE	1046 T - 4 T	(5) HISPANIC
(6) ADDRESS OF DEFENDANT (No., street	et, apt. no.)		(7) (City)		THE RESERVE OF	(8) (State)	(9) (Zip Code)
(10) FAMILY VIOLENCE CRIMES CHARG	ED	(11) DEFE	NDANT'S RELATIC	NSHIP TO	ALLEGED VICTI		or former)
			y to a Civil Union nate Cohabitant		Alleged Victin Other:	n's Parent	
(12) NAME OF ALLEGED VICTIM (Last, F	irst, Middle)	(13) DOB (mm/dd/yyyy)	(14) SEX	(15) RACE	TT'A' Abuk	(16) HISPANIC Yes No
(17) ADDRESS OF ALLEGED VICTIM (No	., street, apt. no.)		(18) (City)			(19) (State)	(20) (Zip Code)
THE FOLLOWING CONDITION VICTIM ARE IMPOSED AGAI Do not impose any restration Do not threaten, harass, and the position of the	int upon the per stalk, assault, m welling, the dwel alleged victim. dangerous weal intoxicant or co	ENDANT: (Final son or liberty of solest, sexually a lling of the alleg pon. ontrolled substa	ancial conditation and the alleged viassault or attated victim or was ance.	ions alse ictim. (C ck the al herever	o apply) F01) leged victin the alleged	n. (CT02)	
I, the above-named Defendant imposed above, and I promise condition of my release. I und ARREST FOR VIOLATION Of to the issuance of a protective (22) SIGNED (Defendant)	to satisfy all the erstand that IF I CONDITIONS	e conditions state FAIL TO SATIS OF RELEASE. aring referenced	ed above which SFY ANY OF I also unders	ch were THESE (stand tha	ordered by CONDITION t I am entitle	the police off NS, I WILL BE	icer as a E SUBJECT TC d with respect
The above information and s	statements wer	m.	and sworn to	before r	ne		n
SIGNED (Police Officer, Assistant Clerk)		DATE AND TIME SI			OB TITLE		
Reasonable efforts were made	e to contact the l	bail commission	er (specify):			p - 0 7,	
Factual basis relied upon by the	e police officer	to impose the n	onfinancial co	nditions	of release ((specify):	1 2262222222 2262222222
If the defendant is non-English has checked the National Crim was advised of the above pena	ne Information C	enter (NCIC) to	determine if s	such defe	endant is lis		
NAME OF POLICE OFFICER (Last, First)		POLICE DEPARTM		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		CASE NUMBER (P	olice Department)
SIGNED (Police Officer)			DATE SIGNED			<u> </u>	
DISTRIBUTION: Original and Copy1	(for Defense Couns	el) - Clerk of Court	Copy2 - Def	endant	Copy3 - Po	lice	PAGE 1 OF

Foreign Orders of Protection:

- Full Faith and Credit is the presumption that an order of protection from another state is valid even if the copy is not certified in Connecticut.
- Therefore, if a victim visits or relocates to Connecticut and has an order of protection from any other state, that order must be enforced as though it was issued in Connecticut.

Review the following charts detailing the different types of orders of protection in Connecticut:

Type of Order	How the Order is Made	How Long the Order Lasts	Provisions that May Be Included	Violations
Protective Order (PO) CGS §48b-38c CGS § 54-1k	Issued by a judge in a criminal case, usually at the time of arraignment There is no cost to the victim Victim may not want a PO or even know the PO has been issued Offender, not the victim, is responsible for upholding order Is a condition of the offender's release	Duration of the criminal court case Judge may modify or terminate at any time, without victim knowing Check with Protection Order Registry	Offender not to assault, threaten, abuse, harass, follow, interfere with, or stalk the protected person (partial/limited order) (CT01) Offender must stay away from the protected person's home (full/ residential stay-away order) (CT03) Offender to have NO CONTACT with victim (CT05) Offender to remain 100 yards away from victim (CT18) Order may extend to victim's minor children (CT19), but will usually not include custody orders Any other orders the court deems necessary to protect the safety of the victim and dependent children	Criminal Violation of a Protective Order CGS §53a-223 (D Felony) Arrest for all other crimes for which there is probable cause (e.g., criminal trespass, harassment, threatening, burglary, assault, intimidating a witness, etc.)

Type of Order	How the Order is Made	How Long the Order Lasts	Provisions that May Be Included	Violations
Restraining Order (RO) (C.G.S. §46b-15) Also known as: TRO Temporary RO Ex Parte RO	"Application for Relief from Abuse" in the Family Division of Superior Court (civil court) Ex-parte order immediately granted by judge. Hearing on order scheduled within 14 days Victim must ensure that offender is "served" with notice of hearing at least 5 days prior to hearing Offender, not the victim, is responsible for upholding order	Ex-parte order lasts until day of hearing, which is within 14 days of date of issuance At hearing, judge can extend the order for 1 year with possible extension beyond 1 year If victim wants to extend order beyond initial 1 year term, must file a motion at least 12 days prior to expiration Order will not end prior to the expiration date without the victim being notified Check with Protection Order Registry	Same provisions as in Protective Orders May include custody orders	Criminal Violation of a Restraining Order (C.G.S. § 53a-223b) (D Felony) Arrest for all other crimes for which there is probable cause (e.g., criminal trespass, harassment, threatening, burglary, assault, intimidating a witness, etc.) Victim also can file a Motion for Contempt in court where order was issued

Type of Order	How the Order is Made	How Long the Order Provisions that May Be Lasts Included	Violations
Standing Criminal Protective Order (SCPO) (C.G.S. § 53a-40e) Also Known As: Standing Criminal Restraining Order Permanent Protective Order	Issued by a criminal court judge at the time of sentencing Can only be issued if offender is convicted of: A Family Violence crime; or Any crime against a family/household member for good cause shown No cost to victim Victim may not want a SCPO or even know the SCPO has been issued	Orders issued prior to Oct. 2010 could last indefinitely Orders issued post Oct. 2010 shall remain in effect for any duration specified by the court at the time of sentencing Orders can be modified and/or terminated without notice to or consent of the victim Offender to have NO CONTACT with victim (CT05) Offender to remain 100 yards away from victim (CT16) Order may extend to victim's minor children (CT19), but will usually not include custody orders Any other orders the court deems necessary to protect the safety of the victim and dependent children	Criminal Violation of a Standing Criminal Protective Order (C.G.S. §53a-223a) (D-Felony) Arrest for all other crimes for which there is probable cause (e.g., criminal trespass, harassment, threatening, burglary, assault, intimidating a witness, etc.)

Type of Order	How the Order is Made	How Long the Order Lasts	Provisions that May Be Included	Violations
Foreign Orders of Protection (C.G.S. § 48b-15a)	commonwealth, to Issued to protect prohibits offender party) Issuing court had Offender had read orders are enforce within reasonable Presume an order is valid does NOT have to be a cool A person may register a required to do so, and late	of: (1) another state; (2) Dist erritory or possession; or (4) a person from violence or the from committing an act of violence jurisdiction over the parties sonable notice and opportune eable provided the state/tributer it ime d if the content and form apportified copy foreign order of protection in	Indian tribe reatened violence (i.e. order iolence against the protected and ity to be heard. Note: ex parte al law provides for a hearing bear to be authentic. The order Connecticut, but is NOT e to enforce an order because	Criminal Violation of a Foreign Order of Protection (C.G.S. § 53a-223b) (D-Felony) Arrest for all other crimes for which there is probable cause (e.g., criminal trespass, harassment, threatening, burglary, assault, intimidating a witness, etc.)

Type of Order	How the Order is Made	How Long the Order Lasts Provisions that May Be Included	Violations
Conditions of Release (COR) (C.G.S. §§ 53a-222, 53a-222a, 54-63c, 54-63d)	A person charged with a family violence crime can be released with non-financial conditions of relief¹ by: Law enforcement Bail commissioner or A judge To verify: Check File 20 Contact clerk of court in JD/GA where order issued Contact bail commissioner who released offender Contact police department who released offender	COR imposed by bail commissioner or law enforcement remain(s) in effect until offender is presented to a judge at arraignment COR imposed by a judge remain(s) in effect for the duration of the case or until further order of the court Comply with specified restrictions on travel, association, or place of abode	If released on a felony charge: violation of conditions of release in the first degree (C.G.S. § 53a-222) If released on a misdemeanor charge: violation of conditions of release in the second degree (C.G.S. § 53a-222a) If, in the course of violating a COR, a person commits any other crime (i.e. threatening, intimidating a witness, assault, etc.), that person should be arrested for any other appropriate crime(s)

Type of Order	How the Order is Made	How Long the Order Lasts	Provisions that May Be Included	Violations
Common Law Orders	Where custody/divorce actions are pending, the Family Court may issue orders that, while not a restraining order or protection order, will often mirror traditional provisions of those orders of protection, such as: kick out orders and/or stay away orders, orders around exclusive possession of the home While these orders are not technically Orders of Protection, they are valid orders of the court and govern the conduct of the relevant parties	Family Court orders, unless they contain an expiration date, are valid until further order of the court	The victim should have a copy of the relevant order Such orders may include, but are not limited to: Exclusive possession of an identified premises Limitations on when and how one party may contact the other Stay away orders – from a particular party or location	Officers can, in some cases, make an arrest for the "behavior" targeted by the Order, such as an arrest for trespass, harassment, custodial interference, etc.

Objective 8: The Additional Laws to Assist Victims of Domestic Violence

Additional Laws that Assist Victims:

Employment Protections:

Victim takes up to 12 paid or unpaid days off per calendar year without penalty to:

- Attend court hearings and court related matters
- Relocate
- Seek medical attention
- Seek counseling and support

Early Lease Termination:

Victims can terminate their lease early due to family violence:

- Must give a 30 day notice
- All property must be removed from premises
- Must certify they are a victim-police report, victim service provider statement

Victims' Rights in Connecticut:

- The right to be treated with fairness and respect throughout the criminal justice process
- The right to timely disposition of the case following arrest of the accused, provided no right of the accused is abridged
- The right to be reasonably protected from the accused throughout the criminal justice process
- The right to notification of court proceedings
- The right to attend the trial and all other court proceedings the accused has the right to attend, unless such person is to testify and the court determines that such person's testimony would be materially affected if such person hears other testimony
- The right to communicate with the prosecution
- The right to object to or support any plea agreement entered into by the accused and the prosecution and to make a statement to the court prior to the acceptance by the court of the plea of guilty or *nolo contendere* by the accused
- The right to make a statement to the court at sentencing
- The right to restitution which shall be enforceable in the same manner as any other cause of action or as otherwise provided by law
- The right to information about the arrest, conviction, sentence, imprisonment and release of the accused

Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d:

"No person in the United States shall, on the ground or race, color or national origin, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." -Title VI, Section 601, 42 U.S.C. sec 2000d

Objective 9: The Meaningful Access to Services for Victims of Domestic Violence

Language Access:





What ensures quality language access?

- Accuracy and effective communications are essential in domestic violence cases
- Best practice is to have a language access plan
- Do not rely on friends, family and or/children to interpret in sensitive situations
- Being bi-lingual is not enough- interpreters should be trained, neutral and abide by confidentiality laws
- Important documents should be translated

Interpreting and Translating:

- <u>Translating</u> refers to written materials that are translated from one language to another.
- <u>Interpretation</u> refers to oral rendition from one language to another where the interpreter goes back and forth between two or more individuals
- Both require adequate knowledge of the languages being used as well as the context in which they are being used.

It is essential to have an interpreter when:

- The victim asks for one
- It is better for the process to have the victim communicate in their language
- There are problems in understanding or being understood
- In all circumstances, you must be able to effectively communicate with the victim.

When working with an interpreter:

- The communication is between you and the victim- speak to the victim not the interpreter
- Use simple and clear language
- Allow for pauses to give interpreter time to interpret
- Do not use children or family to interpret
- Avoid speaking loudly
- Be patient

Working with Diverse Populations:

- Do not make assumptions based upon the person's appearance
- Do not assume a person's economic, education or immigration status, sexuality or the community he/she belongs to based upon their name or accent
- Be patient and attempt to connect-victims sometimes take a while to share their stories
- Ask about support systems in their community
- Use clear and simple language-avoid jargons
- Use the word "partner" to give victim the opportunity to identify who their partner is
- Be aware of your own bias and prejudices

Practice Pointer:

- ♣ Through the membership, Language Line is available for communicating with a victim/survivor who does not speak English and/or when bi-lingual staff is not available.
- ♣ For deaf and hard-of-hearing victims, check to see if your agency has videophone access.

Goal Three: Working Understanding of the Program Standards for Member Organizations

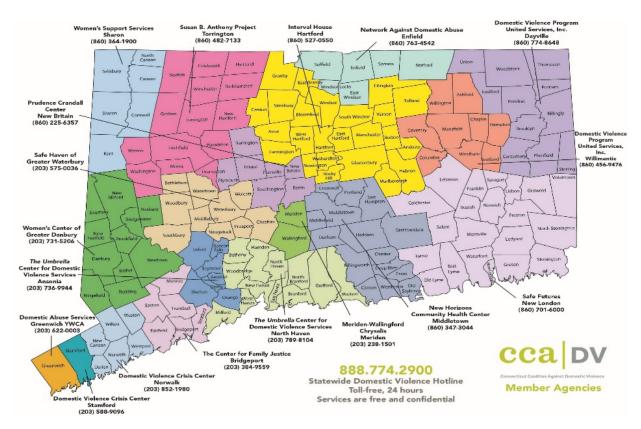
Objective One: The Services Provided by Domestic Violence Agencies in Connecticut

Program Standards for Member Organizations:

Domestic Violence Services

- CCADV is comprised of 18 member organizations whose purpose is to provide comprehensive services to victims/survivors of domestic violence and their families.
- Domestic violence providers take a trauma informed approach to their work.

For each town and city in Connecticut, there is an agency responsible for provision of service. Locate your agency and service area on the map below:



- Safety Planning
- 24 hour hotline
- Crisis intervention
- Emergency shelter
- Court based advocacy

- Short term counseling
- Support groups
- Children's programming
- Information and referrals
- Advocacy and support services

These services are the basic services required. Many agencies have additional specialized programs such as immediate access to mental health services, housing advocacy programs and medical advocacy programs. In addition, each agency is required to provide community education and training as well.

When someone calls for help:

- They will talk to a caring person who will listen carefully without judging them or their situation.
- They will help a person think about their options and determine what steps and services will work best for them.
- They may ask questions to learn more about the situation.
- They will ask that a person considers all possible scenarios and outcomes so that they can make the best decision about action steps for them and their children.
- They will work with people of all races, ethnicities, ages, gender identities, sexual orientations, abilities, cultural backgrounds, religions, and all economic and social backgrounds.

In addition to the local hotline number, there are two statewide hotlines to assist victim/survivors:

STATEWIDE DOMESTIC VIOLENCE HOTLINE

888.774.2900

SPANISH HOTLINE

844.831.9200

Objective Two: The Purpose for the Standards

Member Organization Standards:

- Every organization that receives state funding must have standards in place, which identify the minimum requirements for service provision in Connecticut.
- The Connecticut Coalition Against Domestic Violence Standards have been designed to ensure that domestic violence member organizations provide high quality services to their clients and to promote the adoption of best practices in administration and operations
- Certification by CCADV based upon these standards is a requirement for funded member organizations.
- In addition, standards are required nationally by:
 - o Family Violence Prevention and Services Act (FVPSA)
 - o American Disabilities Act
 - Civil Rights Act
 - o Executive Order 13166: Limited English Proficiency

There are 81 standards organized into 19 sections as follows:

- A. Administration/Management
- B. Fiscal Management
- C. Facilities Management
- D. Safety & Crisis Response
- E. Personnel
- F. Volunteer Services
- G. Certification/Training
- H. Confidentiality
- I. Mandatory Reporting
- J. Care Services
- K. Crisis Hotline Services

- L. Residential Services
- M. Child, Youth and Family Services
- N. Legal Advocacy Services
- O. Communications
- P. Community Education/Training
- Q. Primary Prevention
- R. Systems Advocacy
- S. Continuous Quality Improvement

Objective Three: The Standards That Pertain to Administrative and Fiscal Management

Section A: Administration/Management

Clear governance is critical to an effective, organized, responsive agency. It lays the foundation for the way policy is established, needs are identified and goals are achieved. The governing board establishes policy and the employees, at the direction of the director, implement the policies.

Standards Include:

- Non profit status
- Mission, goals and objectives
- Board of directors
- By-Laws
- CCADV contracts
- Critical incident policies including client death
- Technology policies and procedures including social media and data management

Section B: Fiscal Management

Each agency must maintain an internal structure, with policies and procedures, to guide the effective and efficient administration of any and all funds received and allocated by the member agency.

Standards Include:

- Internal control policies
- Accounting systems
- Organizational budget
- CCADV sub-contracts
- Cost allocation plan
- Audit including 990 filing
- Financial records retention plan

Objective Four: The Standards That Pertain to Facilities Management

Section C: Facilities Management

Each member agency must maintain a physical structure that is appropriately accessible, functional, safe and secure for the individuals served, as well as employees and volunteers.

STANDARD #20: Trauma Informed

Each member agency will ensure all offices and facilities are trauma-informed and welcoming to all with demonstrated attention to key principles of safety, empowerment, trust, choice and collaboration.

STANDARD #21: CCADV Checklist

Each member agency will be in compliance with the CCADV monitoring checklist and have in place the following:

- Certification of Occupancy
- Fire Alarm System
- Security Alarm System
- Security specific to client files including but not limited to: locked file cabinets, locked rooms
- Security specific to client files including but not limited to: passwords and security measures on all computers containing client information
- Fire sprinklers and/or fire extinguishers
- Exit Signs
- Posted evacuation plans
- Posted signs for emergency situations
- Telephone that is accessible to clients 24 hours per day
- First aid kit (s) that are accessible 24 hours per day
- Current Crime Victim Compensation materials
- Designated children's space
- Cribs and/or pack "n" play
- Car seat, infant, convertible and booster seats
- Food supplies
- Basic living needs 24/7 (food, clothing, laundry detergent, hygiene items)
- Building structure including, doors, windows and other accesses that are intruder resistant and child safe

STANDARD # 22: ADA

Each member agency will be in compliance with the Americans with Disabilities Act (ADA). In areas where full compliance cannot be demonstrated, a plan for access and service provision will be in place. Each agency will demonstrate concrete progress toward full compliance through:

- Training for employees
- Work plan or strategic plan
- Written procedures
- Documentation

The ADA is one of America's most comprehensive pieces of civil rights legislation that prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life — to enjoy employment opportunities, to purchase goods and services, and to participate in State and local government programs and services. The ADA is an "equal opportunity" law for people with disabilities.

STANDARD #23: Children's Space

Each member agency will have a designated, maintained and utilized private space specifically designed for working with children and youth of all ages.

Objective Five: The Standards That Pertain to Safety and Crisis Response

Safety and Crisis Response

There are safety risks associated with domestic violence, as well as the potential for general safety issues inherent in the work we do. Safety risks can involve the clients we serve, the offenders they may have left, our facilities.

Each agency must be committed to providing services in a manner that reduces risk and increases safety for residential and community clients, employees and volunteers.

STANDARD #24: Safety Policies and Procedures

Each member agency will have written policies, procedures and provide training that defines how employees/volunteers will respond to medical and behavioral health crises, including response to workplace violence. Procedures must be reviewed with residents at least monthly and with staff at least twice annually. Procedures will include external threats, internal threats, and training for circumstances including but not limited to:

- A behavioral health crisis of a client, including potential suicide prevention and intervention
- A verbally or physically aggressive altercation between residents
- A potential intruder, or unsafe/unplanned arrival of an abuser to a site location

- Guidelines for staff response including managing the safety of the residents and calling for emergency help (911)
- When and how a residential program may need to implement "lockdown" or sheltering in place in response to a threat by a person
- Guidelines for staff response for the care of unattended children

STANDARD #25: Medical Response

Each member agency will have written policies, procedures and provide training addressing response to medical emergencies including transmission of infectious disease. Each member agency will have at least one employee/volunteer certified in First Aid/CPR during all hours of operation, at each facility and/or satellite location. The procedures will include, but not be limited to, the following:

- Universal precautions* to be taken by employees /volunteers
- Necessary equipment to be available
- Training for employees/volunteers
- Signs for universal health precautions in all agency locations where clients are served
- Equal treatment for all clients regardless of health status

*Universal precautions refers to the practice that all clients are considered to be possible carriers of blood-borne pathogens. In response, the guidelines recommend wearing gloves when collecting or handling blood and body fluids contaminated with blood, disposing of all needles and sharp objects in puncture-resistant containers and wearing face shields when there is a danger of blood splashing on the body.

STANDARD #26: Disaster Plan

Each member agency will develop a disaster plan, to be reviewed annually, for agency office, residential, and satellite locations. Emergency evacuation plans must be reviewed with residents at least monthly and employees twice a year. Disaster plans will include the following considerations:

- Natural disaster circumstances or facilities equipment failures that require evacuation
- Natural disaster circumstances or facilities equipment failures that require sheltering in place
- Communication and procedures for co-located staff
- Procedures for handling the hotline in a disaster

STANDARD #27: Fire Drills

Each member agency will hold a minimum of one fire drill in all residential facilities each quarter. Fire drills must be held at the shelter and/or all residential facilities a minimum of once a quarter. A log of all fire drills must be kept.

STANDARD #28: AMBER Alert

The AMBER Alert System is to instantly notify the entire state, so everyone may assist in the search for the safe return of the child. Each member agency will have a policy and procedure to conform to the *CCADV Amber Alert* policy.

Connecticut Coalition Against Domestic Violence **Amber Alert Policy:**

SCOPE

The AMBER Alert System is to instantly notify the entire state, so everyone may assist in the search for the safe return of the child. The public immediately becomes the ears and eyes of law enforcement and can assist in the search for the missing child. The AMBER Alert helps to recover children and serves as a deterrent to this type of crime. The procedure will include steps to:

- a. Ensure the safety of the missing child(ren).
- b. Ensure the safety of the victim of domestic violence.
- c. Clear the AMBER Alert System without violating confidentiality.
- d. Inform CCADV of the identification of the victim and/or children.

PURPOSE

The purpose of this standard is to ensure that all member organization are following mandatory minimal requirements in conforming to CCADV's Amber Alert Policy. The Amber Alert is designed to assist in the search for and safe return of missing children. All member organizations have a responsibility to assist in these efforts.

PROCEDURE

The Connecticut Coalition Against Domestic Violence will serve as the primary contact for the Connecticut State Police. Any inquiries made to directly to domestic violence agencies will not be responded to without proper authorization by the Executive Director of the domestic violence agency.

- 1. If CCADV is called concerning a potential Amber Alert, CCADV will take a message and contact the Connecticut State Police.
- 2. Once the caller's identification has been confirmed, CCADV will follow up with the member organizations via the crisis hotline.
- 3. Member organizations will respond immediately to inquiries from CCADV.

- 4. CCADV will relay the information to the member organizations. If a member organization has someone fitting the description of the missing person(s), the agency will confirm the individual(s) are physically safe.
- 5. If the member organization has someone who has been identified, additional safety planning measures must be taken.
- 6. CCADV will only confirm the safety status of the suspected missing person(s) to the Connecticut State Police. The location will not be revealed.
- 7. If an Amber Alert has already been issued and it is discovered that the member organization is providing services to the victim, the member organization will contact CCADV immediately who will in turn, follow up with the Connecticut State Police. The purpose of this step is only to clear the Amber Alert.

For inquiries contact:

Tonya Johnson, Operations:

Monday – Friday 9:00am – 5:00pm (860) 282-7899 Monday – Friday Before/after hours (413) 896-2208 Saturday – Sunday 24 hours/day (413) 896-2208

If unavailable contact Karen Jarmoc, Chief Executive Officer:

Monday – Friday 9:00am – 5:00pm (860) 282-7899 Monday – Friday Before/after hours (860) 550-0427 Saturday – Sunday 24 hours/day (860) 550-0427

Practice Pointers:

♣ This policy is for safety purposes only.

♣ To minimize the need for implementation, the following best practices should be in place:

- When safety planning, assess whether someone will be looking for the victim and his/her children.
- Ask if the victim if there is a possibility if the abusive partner would go to the police and file a missing persons report.
- o If the victim believes this may be an issue, explain your relationship with the police and how you respond if an inquiry is made.
- The explanation should include explaining Amber Alert and the goal is to keep the family safe not drawing additional attention.

STANDARD #29: Silver Alert

Each member agency will have a policy and procedure to conform to the *CCADV Silver Alert* policy. This will include procedures to:

- Ensure the safety of the missing victim of domestic violence
- Clear the Silver Alert System without violating confidentiality
- Inform CCADV of the identification of the victim and/or children

Connecticut Coalition Against Domestic Violence **SILVER Alert policy:**

SCOPE

The SILVER Alert System is to instantly notify the entire state, so everyone may assist in the search for the safe return of a missing person. The procedure will include steps to:

- a. Ensure the safety of the missing victim of domestic violence.
- b. Clear the SILVER Alert System without violating confidentiality.
- c. Inform CCADV of the identification of the victim and/or children.

PURPOSE

The purpose of this standard is to ensure that all member organization are following mandatory minimal requirements in conforming to CCADV's Silver Alert Policy. The Silver Alert is designed to assist in the search for and safe return of missing persons. All member organizations have a responsibility to assist in these efforts.

PROCEDURE

The Connecticut Coalition Against Domestic Violence will serve as the primary contact for the Connecticut State Police. Any inquiries made to directly to domestic violence agencies will not be responded to without proper authorization by the Executive Director of the domestic violence agency.

- 1. If CCADV is called concerning a potential SILVER Alert, CCADV will take a message and contact law enforcement.
- 2. Once the caller's identification has been confirmed, CCADV will follow up with the member organization via the crisis hotline.
- 3. Member organizations will respond immediately to inquiries from CCADV.
- 4. CCADV will relay the information to the member organizations. If a member organization has someone fitting the description of the missing person(s), the agency will confirm the individual(s) are physically safe.
- 5. If the member organization has someone who has been identified, additional safety planning measures must be taken.
- 6. CCADV will only confirm the safety status of the suspected missing person(s) to the law enforcement. The location will not be revealed.
- 7. If a Silver Alert has already been issued and it is discovered that the member organization is providing services to the victim, the member organization will contact CCADV immediately who will in turn, follow up with law enforcement. The purpose of this step is only to clear the Silver Alert.

For inquiries contact:

Tonya Johnson, Operations:

Monday – Friday 9:00am – 5:00pm (860)282-7899

Monday – Friday before/after hours (413)896-2208

Saturday – Sunday 24 hours/day (413)896-2208

If unavailable contact Karen Jarmoc, Chief Executive Officer:

Monday – Friday 9:00am – 5:00pm (860)282-7899

Monday – Friday before/after hours (860)550-0427

Saturday - Sunday 24 hours/day (860)550-0427

Practice Pointers:

- **♣** This policy is for safety purposes only.
- ♣ To minimize the need for implementation, the following best practices should be in place:
 - When safety planning, assess whether someone will be looking for the victim and his/her children
 - Ask if the victim if there is a possibility if the abusive partner would go to the police and file a missing persons report.
 - o If the victim believes this may be an issue, explain your relationship with the police and how you respond if an inquiry is made.
 - The explanation should include explaining Silver Alert and the goal is to keep the individual/family safe not drawing additional attention.

Objective Six: The Standards That Pertain to Personnel, Volunteer Services, Certification Training, Confidentiality and Mandatory Reporting

Section E: Personnel

The cornerstone for excellent service delivery is the strength and diversity of its employees. Successful candidates for employment will demonstrate ability to approach work from a client centered, trauma informed and empowerment based framework.

Standards Include:

- Human resources management
- Personnel files
- Job Descriptions
- Organizational chart
- State and federal postings

Section F: Volunteer Services

Volunteering is one of the most effective ways for an individual to give back to their community and to make a difference.

Standards Include:

- Use of volunteers
- Training of volunteers

Section G: Certification Training

All member agencies will demonstrate they are striving for excellence in service provision by making every effort to keep current with best/promising practices in the field of domestic violence. All services must be provided for victims and their child(ren) by a Certified Domestic Violence Counselor as defined by CGS 52-146k.

Standards Include:

- Certification requirements
- Certification training components
- Access to training
- Re-certification

Section H: Confidentiality

Confidentiality is both a legal and ethical mandate required for the protection and safety of clients and employees.

Standards Include:

- Confidentiality policy
- Release of information
- Access to client files
- Release of information from children
- Use of client information
- Response to subpoenas

Section I: Mandatory Reporting

Domestic violence counselors as defined in section 52-146k are legislatively mandated reporters of suspected abuse, neglect or exploitation of certain groups of people.

Standards Include:

- Reporting of child abuse
- Reporting of abuse of a person with disabilities
- Reporting of elderly persons abuse

Objective Seven: The Standards That Pertain to the Provision of Core Services

Section J: Core Services

Each agency's response to victims of domestic violence must be:

- Comprehensive
- Trauma-informed
- Client centered
- Empowerment based
- Strengths-based
- Address the complexity of domestic violence individual to each person

Each member agency will offer services to meet the needs of both residential and community clients.

^{*}Confidentiality will be discussed in detail during the advocacy portion of the training.

^{*}Mandated reporting will be discussed in detail during the advocacy portion of the training.

STANDARD #47: To Whom We Provide Services

Each member agency will ensure they are in compliance with all federal and state statutes relative to meeting the needs of all individuals experiencing domestic violence and dependents as applicable.

Services will be provided to the following individuals including but not limited to: persons with physical, cognitive, psychiatric or sensory disabilities, persons with limited English proficiency, women, men, transgender and any other gender identity, gay, lesbian, bi-sexual and any other sexual orientations, elderly persons, dependent children, youth and adults of all ages as defined by the client, household members subject to the abuse, unaccompanied youth and persons of all races, ethnicities, cultures, religions, ages, marital status.

STANDARD #48: Services We Provide

- 24 hour hotline
- Safety Planning
- Risk assessment
- Needs assessment
- Emergency shelter
- Support/education groups
- Domestic violence counseling/advocacy
- Children's services/advocacy
- Legal system advocacy
- Medical advocacy
- Substance abuse advocacy
- Behavioral health advocacy
- Housing Advocacy

Agencies will provide a continuum of services in support of case management goals.
Assistance, support and advocacy services to both residential and community clients and their children including but not limited to:

- Other service advocacy
- Transportation to meet emergency needs and all case management goals
- Information, education and referral
- · Basic living needs
- Application assistance, support and advocacy for:
- OVS victim compensation
- OVS SAVIN
- Safe at Home (address confidentiality)
- Witness Protection

STANDARD #49: Employee Resource Persons

Each member agency will have a minimum of one employee who will serve as a key resource to other employees with heightened awareness, proficiency, and competence regarding:

- Criminal justice
- Civil justice
- Civil court system
- Culture and diversity
- Law enforcement
- Trafficking
- Immigration
- Children, youth and family services
- Trauma informed services
- Primary prevention

- Accessibility
- Substance abuse
- Behavioral health
- Housing resources
- Crime victim compensation
- CT SAVIN
- Safe at Home address confidentiality program
- Witness Protection program
- Suicide prevention and intervention

STANDARD #50: Community Resources

Each member agency will maintain a current listing of traditional and nontraditional community resources, with contact information including, but not limited to those listed below. Hotline and direct service employees/volunteers/interns will have access to this listing while they are on duty.

- Emergency service phone numbers
- Emergency/other transportation services
- Counseling services for adults, children, youth and families
- Medical and health care services
- Elderly support services
- Dentistry services
- Lesbian, gay, bi-sexual, transgender, and any other sexual orientation or identity
- Alcohol and drug related services
- Services for the physically and developmentally challenged
- Sexual assault services

- Support services for predominant ethnic minority population(s)
- Legal services
- Child protective services, child guidance services
- Housing alternatives
- Parenting education and resources, child care services
- Department of social services and related services
- Adolescent services and agencies
- Continuing education and job training
- Translation/interpreter services
- Offender/abuser services

STANDARD #51: Advocacy Services

Each member agency will ensure that *Safety Planning - Client Defined Advocacy* is being used with all clients, including dependent children of any age, at the time of initial contact and throughout all continued contacts.

STANDARD #52: Community Diversity

Each member agency will provide services in a manner that responds appropriately to the diversity of the region it serves.

STANDARD #53: Limited English Proficiency

Each member agency will have written procedures that address how the agency responds and how employees/volunteers will directly meet the emergency needs of individuals with limited English proficiency and deaf/ hearing impaired individuals.

*Safety Planning-Client Defined Advocacy will be discussed in detail during the counseling portion of the training.



<

This is the signage that must be posted so that you will be able to recognize it at your agency

STANDARD #54: Client Grievances

Each member agency will have written client grievance procedures. These procedures will be known by employees and volunteers and made available upon request to clients. Clients will know of their right to grieve through the *Clients' Rights* posting. Clients will be informed of their rights, in the following ways at a minimum:

- Written copy of "Client's Rights"
- Written copy of agency grievance
- Orientation of "Client's Rights" at intake
- Orientation of grievance procedures at intake
- Discussion at any time upon request
- Postings

Connecticut Coalition Against Domestic Violence Victim's Rights Policy

CCADV member programs do not discriminate in the provision of service on the basis of age, race, creed, ethnicity, color, national origin, marital status, sexual orientation, gender identity, disability or religion.

• No individual will be deprived of any civil right solely by reason of her/his involvement with the program.

- All individuals seeking our services have the right to be fully informed of their rights described here, the services provided by the program, and any limitations on those services.
- All individuals have the right to be fully informed of any obligations under any rules and policies of the program.
- All individuals have the right to give suggestions and input concerning the program and services, to have input heard, and to receive feedback on it.
- All individuals have the right to access/ inspect their own records and may request the correction or removal of inaccurate, irrelevant, outdated, or incomplete information from her/ his records.
- All individuals have the right to file a grievance according to written grievance policies that shall be available upon request.

This Victim's Rights Policy pertains to domestic violence programs and does not supersede the Connecticut's Victims' Rights Amendment

STANDARD #55: Health Care Advocacy

Each member agency will have policies and procedures regarding health care advocacy to include but not be limited to case management regarding:

- Medication
- Substance Use and/or Abuse
- Behavioral Health
- Service Animals

STANDARD #56: Pet/Animal Advocacy

Each member agency will have written policies and procedures that address how to provide advocacy and referral for temporary care of a pet while a client is receiving emergency residential services.

Objective Eight: The Standards That Pertain to the Provision of Crisis Hotline Services

Section K: Crisis Hotline Services

The needs victims of domestic violence and their children are often immediate, and may require immediate access to services twenty-four hours a day seven days a week.

STANDARD #57: Hotline Management

Each member agency will manage its Hotline in the manner that is outlined below:

- The hotline will be answered by a certified domestic violence counselor 24 hours a day, 365 days a year
- Agencies will have a designated domestic violence telephone line that serves as the hotline- the hotline will be answered "domestic violence hotline"
- For unlikely emergency situations agencies must have a backup plan, to be certain client calls are responded to within 15 minutes
- Only domestic violence counselors will make determinations regarding hotline calls and/or screen the calls and must have:
 - o Procedures for responding to simultaneous requests
 - o Procedures for answering the hotline during emergencies such as a disaster or power outage

STANDARD #58: Case Management

Each member agency will abide by the principal that the member agency who receives the initial call from a client is responsible for that caller throughout the entire process of accessing community or residential services (including hotels as appropriate).

The member agency will coordinate services and transportation and initiate referrals to other member agencies as needed through direct contact with CCADV member agencies.

Objective Nine: The Standards That Pertain to the Provision of Residential Services

Section L: Residential Services

Residential domestic violence services are a critical component of safety planning for victims and their children

All services are provided in a manner that is both client-defined and trauma-informed, treating all individuals with dignity and respect.

STANDARD #59: Shelter Intake and Transportation

Each member agency will have a certified domestic violence counselor available 24 hours a day that will be able to assess requests for shelter and arrange for immediate intake into a domestic violence shelter or hotel, manage, respond to crises and provide case management services for their residential programs. Emergency shelter is short-term housing and related supportive services provided in a safe, protective environment.

Each member agency will ensure that a certified domestic violence counselor will be physically present to admit clients into their shelter or a hotel.

For the purpose of providing services, all clients placed in a hotel will be considered shelter clients through the duration of their stay.

Each member agency will follow the *CCADV Referral and Transportation Protocol* adopted by the CCADV membership when referring clients to other member agencies.

Connecticut Coalition Against Domestic Violence

Referral and Transportation Protocol

An essential component of the services to victims/survivors of domestic violence is the ability to access, when necessary, a shelter or safe home. The network of 18 domestic violence agencies provides victims/survivors with the ability of accessing shelter in any part of the state. This is accomplished by member organizations making referrals to other member shelter and safe house programs when:

- The shelter or safe home is full
- When the safety of a client, other shelter residents, staff and/or shelter property is in question
- For any other reason judged to be compelling by the staff

Protocol

- 1. It is the referring shelter or safe home's responsibility to seek appropriate shelter for someone from their service area.
- 2. The referring organization must provide all information gathered upon referring the client to another shelter or safe home.
- 3. When discussing with the client the possibility of seeking shelter or safe home services elsewhere in Connecticut, the referring organization must provide the following to assist the client in her/his decision making:
 - a. Basic information about shelters and safe homes
 - b. Pertinent information about the receiving shelter and safe home
 - c. Assisting client to make transportation arrangements to the new shelter or safe home location is the responsibility of the referring organization.

4. Breakdowns in the system should be reported to organization supervisors. Discussions should be held as soon as possible between supervisors of the organizations experiencing the breakdown. Major issues will be referred to CCADV for negotiation.

STANDARD #60: Shelter Intake and Admission

Each member agency will have written procedures regarding intake into residential programs including eligibility for admission, criteria for denial, length of stay, extensions and re-entry. With safety being the primary consideration, the criteria for admission and/or denial will be in compliance with *CCADV Policy and Guidelines for Shelter Services*, the United States Department of Health and Human Services – Family Violence Prevention and Services Act as administered by the CT Department of Social Services.

Each member agency will follow the Family Violence Prevention and Services Act admission and/or denial criteria and use only the *CCADV Universal Intake* adopted by the CCADV membership when considering clients for admission to emergency residential services and/or referring clients to other member agencies.

Advocates should follow the *CCADV Policy and Guidelines for Residential Services* and use the *CCADV Universal Intake* when considering a person for shelter admission.

Connecticut Coalition Against Domestic Violence Policy and Guidelines for Residential Services

CCADV Member Organizations provide access, admittance and residence in temporary shelter for victims of domestic violence and their children 24 hours a day, every day of the year. All services are provided in a manner that is both victim defined and trauma informed, treating all individuals with dignity and respect.

CCADV and CCADV Member Organizations shall not engage in any activities requiring conditions, mandates, verification or justification for services. Any activities prohibiting victim autonomy are unacceptable. This includes, but not limited to, background checks, immigration documentation, police reports, protective or restraining orders, employment, or location.

CCADV does not support any language or activity referencing curfew, red zones, age requirement, warnings, or rules. Any language or activity of this type is in violation of the CCADV Membership Agreement, CCADV Member Organization Standards and sub-contract with the Department of Social Services.

A. Domestic violence emergency shelter services may be provided through the following:

- 1. CCADV Member Organization shelter in good standing as per CCADV Membership Agreement, CCADV Member Program Standards and sub-contract with the Department of Social Services.
- 2. Hotel/motel placement, and/or other direct placement programs providing safe housing, arranged and provided through a staff member of a CCADV Member

Organization. All hotel/motel accommodations must be safe and secure; ensure residents have access to telephone, food and basic living needs. Lengths of stay guidelines are applicable to all hotel/motel shelter placements.

If utilizing a hotel/motel placement, the following criteria must be met:

- a) The domestic violence shelter is at capacity, and no space is available for those seeking safe emergency shelter.
- b) The distance between the individual or family seeking safe shelter and the shelter prohibits immediate access to the facility.
- c) The individual or family seeking shelter has special needs best served through a hotel/motel placement, including but are not limited to the gender of the individual seeking shelter or to best meet accessibility needs.
- B. Domestic violence programs that receive state and federal funding obligated to uphold the following:
 - 1. American Disabilities Act Title II, Title III

 Ensures Organizations do not discriminate against people with disabilities "in the full and equal enjoyment of good, services and facilities"
 - 2. Civil Rights Act Title VI Regulations prohibiting discrimination based on national origin
 - 3. Executive Order 13166
 Improving access for persons with Limited English Proficiency
- C. CCADV Member Organizations shall provide the following:
 - 1. Crisis intervention services 24 hours a day, each day of the year with certified battered women's advocates on site to provide face-to-face support services
 - 2. Offer food, clothing and personal living needs for residents and children all shall be free of charge and recognize dietary, cultural/religious needs
 - 3. No mandates or conditions for services including participation in support services, groups, or activities
 - 4. Offer counseling and information in the following areas:
 - a. Dynamics of domestic violence
 - b. Victim defined advocacy
 - c. Offender tactics/batterer accountability
 - d. Safety planning
 - 5. Direct face-to-face contact with a new resident upon arrival (within 1 hour) at shelter/hotel/motel location to determine immediate and non-emergency needs

- 6. Inform each resident about services to be provided by the organization that must include the following:
 - a. Confidentiality rights and agreements
 - b. Release of information
 - c. Rights of victims seeking services
 - d. Program grievance procedure
- 7. Guidelines to promote communal living are limited to the following
 - a. House meetings will be held on a regular basis
 - b. No drugs or alcohol on agency property
 - c. No weapons on agency property
 - d. No physical threats or violence
 - e. Residents must check in at a minimum once a day by phone (for safety purposes only)
- 8. The length of stay policy for a domestic violence emergency shelter is 8 weeks; for host homes is 3-7 days. This policy incorporates flexibility in the best interests of the resident/family. Extensions are to be granted for 8 weeks (additional 7 days for host homes) to the resident/family if it is in the best interest of achieving their safety needs/goals. Resident should not be transferred to another domestic violence agency unless requested.
- 9. Staff must assist a victim seeking emergency shelter due to domestic violence. If shelter is full, or the individual requesting shelter is inappropriate, the staff will locate an alternative safe option, and advocate on their behalf.
 - Exclusions to emergency shelter for behavioral health issues, recent drug or alcohol use, suicidal feelings, disability, medical needs, self-sufficiency concerns, or not indicating recent domestic violence are to be assessed but not solely acceptable for refusal for services.
- 10. Any transportation needed between CCADV Member Organizations, the CCADV Transportation Protocol, per CCADV Member Organization Standards, must be followed. Transportation requests for out of state travel are to be met.

D. Bed count and availability

- 1. Bed count will be given to 211/Infoline Monday through Friday by 8:30am.
- 2. Beds can be held for 24 hours with a completed intake; if individual/family is from out of state, allow additional time for travel.
- 3. Bed count will be a true number of beds available unless approved by CCADV.

4. CCADV Member Organizations shall utilize as many beds as possible with the understanding that individuals/families may have to share rooms.

Room sharing: All individuals/families requesting shelter shall be informed in a trauma informed manner that due to the nature of domestic violence that we cannot guarantee everyone will have a private room. In order to accommodate everyone, we may have to ask you to switch rooms during your stay. We will make every attempt to make your stay as comfortable as possible. Our goal is to provide you with a safe space.

Review the Shelter Intake form on the following three pages:

Connecticut Coalition Against Domestic Violence Universal Shelter Intake

Intake Date:	Intake Time:
Domestic Violence Program:	make time.
Advocate:	
Verbal Release: Victim consents to the verbal release of	Information obtained on the CCADM Universal Intake
	the purpose of securing shelter for victim (and child/ren).
Release of this information is limited and shall expire with	
Referred By:	LAP:
General Information:	
1. Name:	2. Primary Language:
3. Are you in a safe place now?	26 No
Do you need medical or police assistance? Y	es No
5. If we get disconnected can I call you back?	es No
Telephone Number:	
If we get disconnected, should I call 911? Y	es No
What prompted you to call us today?	
Risk Assessment:	
Is the person who abused you constantly jealous or co	ntrol most of your daily activities?
Yes No	
Does the person who abused you constantly follow you Yes No	
Within the past year, have you ever been separated from Yes No	om or left the person who abused you?
Has the person who abused you ever put their hands a Yes No	round your neck or ever choke you?
Has the person who abused you ever threaten to kill h Yes No	mseif/herseif?
Has the person who abused you ever threatened to or Yes No	actually used a potentially dangerous weapon against you?
7. Has the person who abused you ever threatened to kill Yes No	you?
Demographics:	
1. Address:	Phone:
2. City: 3. St	ate: 4. Zip:
5. DOB: 6. Age:	
7. Race: 8. Gender:	
	es No

10	. Children/Extended Family:						
	Name:	DOB:			Relation:		
	Name:	DOB:			Relation:		
	Name:	DOB:			Relation:		
	Name:	DOB:			Relation:		
	Name:	DOB:			Relation:		
	Name:	DOB:			Relation:		
11	. Status of the relationship:		12. Domestic Violence	History:	:		
	Dating Married Separated Living Together Divorced Family		Emotonal Verbal Physical Sexual Financial Stalking				
	Other		Technological				
Me	edical/Behavioral Health:		Trafficking				
	Do you or your children have any physical/behavio	oral health	needs/ challenges?	Yes		No	
	If yes, please describe.						
2.	Are you currently taking any prescribed medication	ns?		Yes		No	
	If yes, what medications?						
	Do you have your medications?			Yes		No	
3.	Are you actively using any alcohol or illegal substa	inces to c	ope?	Yes		No	
	If yes, what did you last you use and when?						
4.	Have you ever tried to hurt yourself?			Yes		No	
	If yes, how long ago?						
Αп	nimals/Pets:						
	Do you have any animals that you are concerned	about?		Yes		No	
	If yes, do you need assistance in finding safe she	iter for yo	ur animai?	Yes		No	
	For what type of animal do you need assistance?						
2.	For service animals only:						
	is the animal required because of a disability?			Yes		No	
	What work/tasks is the animal trained to perform?						
Ab	ouser information:						
1.	Abuser's Name:		2	2. DOB:			_
3.	Time Together:		_				_
4.	Date of last contact:		-				
5.	Method of Contact: In Person By P	hone/Tex	t/Email Third P	arty	Other		
6.	Abuser's current location:						

7. Abuser Criminal History:			
Has the person who abused you ever been ar	rested for abusing you?	Yes	No
If yes, when?			
is the person who abused you currently incard	perated?	Yes	No
is there an order of protection in place?	Restraining Order:	Protective Order:	_
Income:			
1. Income: How do you support yourself/ your fa	amily?		
Employed:	Child Support		
Unemployed:	SSI/SSDI		
TANF	Other		
Other:			
1. Do you have any support of family or friends	In CT? Yes	No	
2. Have you been sheltered before?	Yes	No	
If yes, where and when?			
Safety Plan:			
-	To Leave	For Childr	en
Service Needs:			
Counseling			
Safety Planning			
Criminal Justice			
Civil Justice			
Emergency Shelter			
Transportation			
-			
Follow Up:			
a-t			
Outcome:			
Lack of Beds			
Referred to DV Program	Placed in Hotel/Motel		
Not Appropriate/Behavioral Health			
Referred to 211 Referred	d to Community Provider		
Requested/Did Not Stay			
Not Appropriate/Homeless			
Referred to 211			

STANDARD #61: Asking a Resident to Leave

Each member agency will have written criteria that define the circumstances under which a resident may be asked to leave a residential program. Agencies will ensure residents are made aware of the criteria.

Agencies will have procedures to ensure a safe transition for residents and their children who are asked to leave.

Written criteria must be in compliance with the United States Department of Health and Human Services – Family Violence Prevention and Service Act and *CCADV Policy and Guidelines for Shelter Services*.

STANDARD #62: Basic Living Needs

Each member agency will provide every individual experiencing domestic violence access to basic living needs including, but not limited to, food, clothing, hygiene items, and emergency medical needs. Procedures must be in compliance with the United States Department of Health and Human Services – Family Violence Prevention and Service Act and *CCADV Policy and Guidelines for Shelter Services*.

Objective Ten: The Standards That Pertain to the Provision of Child, Youth and Family Services

Section M: Child, Youth and Family Services

A responsive agency understands the impact of domestic violence on children, youth, and families.

This requires deliberate child and youth-centered interventions to support overall wellness of families served.

The expectation is that services provided to children and youth will be on par with services provided to adults.

STANDARD #63: Community Based Services

Each member agency will provide advocacy and support services to community children, youth and families experiencing domestic violence. All services will be delivered in an age appropriate manner. These services include but are not limited to:

Crisis intervention

- Intake
- Comprehensive needs assessment
- Individual and family service plan
- Information and referral
- Information about domestic violence in an age appropriate manner
- Safety planning with parent/caregiver and children
- Individual supportive counseling
- Supportive contacts
- Activity group or therapeutic play groups
- Trauma/informed services, including strengths-based and resiliency applications
- Psycho-educational groups
- Advocacy with outside systems
- Risk assessment
- Case management

STANDARD #64: Residential Based Services

Each member agency will have employees that will respond to the needs of residential children and youth in an age appropriate manner. Each member agency will provide the following services for residential children and youth:

- Crisis intervention
- Intake
- Comprehensive needs assessment
- Individual and family service plan
- Information and referral
- Information about domestic violence in an age appropriate manner
- Safety planning with parent/caregiver and children
- Individual supportive counseling
- Supportive contacts
- Activity group or therapeutic play groups
- Trauma/informed services, including strengths-based and resiliency applications
- Psycho-educational groups
- Advocacy with outside systems
- Risk assessment
- Case management

Objective Eleven: The Standards That Pertain to the Provision of Legal Advocacy Services

Section N: Legal Advocacy Services

All victims/survivors have the right to information, support, and advocacy within and about the criminal justice systems and civil courts.

STANDARD #65: Legal Services

Each member agency will work with and on behalf of individuals experiencing domestic violence to assist with legal rights, needs and remedies. Legal Advocacy services must support and empower victims as they explore their legal options. In addition to core services, direct services will include but not be limited to information, application and assistance, and advocacy regarding:

- Civil court process
- Criminal court process
- Protective orders
- Restraining orders
- Divorce
- Custody
- Housing
- Immigration
- Trafficking
- Probate
- Child protective services
- Law enforcement
- Military courts
- Veterans services
- Corrections

PARTNERSHIPS

STANDARD #66: Legal Aid Partnership

Each member agency will demonstrate a connection with legal aid including but not limited to outreach and partnership.

STANDARD #67: Law Enforcement Partnership

Each member agency will demonstrate a connection with law enforcement including but not limited to outreach and partnership.

STANDARD #68: Immigration Partnership

Each member agency will demonstrate a connection with immigration work including but not limited to outreach and partnership.

STANDARD #69: Trafficking Partnership

Each member agency will demonstrate a connection with trafficking work including but not limited to outreach, partnership, demographic study assessment and case management review.

Objective Twelve: The Standards That Pertain to Agency Communications, Community Education and Training, Primary Prevention, Systems Advocacy, and Quality Improvement

Section O: Communications

Victims of domestic violence may not know that help is available, abuse is unacceptable, and abuse may constitute a criminal offense. It is critical, that domestic violence agencies supplement their direct service work with public awareness, education, and media relations. Outreach efforts to the general population about services need to be carried out on an ongoing basis.

Standards include:

- Public Awareness
- Client targeted awareness
- Response to the media

Section P: Community Education and Training

Changing the culture of our communities to respond in the best interest of victims and survivors of domestic violence and their children requires both increasing community knowledge of domestic violence and enhancing the capacity of systems to respond.

Standards include:

- Training programs
- Professional development programs

Section Q: Primary Prevention

Primary prevention is an effective strategy to change the social conditions and beliefs that allow the cycle of violence to continue. Optimal approaches will reduce and target risk factors and strengthen protective factors.

Standards include:

- Primary prevention strategies
- Programs for children

Section R: Systems Advocacy

An active and engaged membership is essential to impact positive change across multiple systems for all individuals who experience domestic violence.

Standards include:

- Partnerships with outside agencies
- Public policy advocacy

Section S: Quality Improvement

Continuous quality improvement is an interactive process dependent upon a culture of curiosity, learning and a focus on maximizing positive impact. The aim is to develop agency culture and processes that will make the best possible use of both human and fiscal resources to provide the highest quality services possible. The information and feedback generated will be agency-wide, strategic, culturally-specific, trauma-informed, objective and comprehensive.

Standards include:

- Client feedback
- Community feedback
- Review and implementation of feedback

Goal Four: Working Understanding of Advocacy

Objective One: The Definition of Advocacy

What is Advocacy?

<u>Advocacy</u> is the active support of and speaking on behalf of a person, group or cause. Advocacy is about assisting people in speaking up for themselves and making sure their ideas and opinions are heard and understood.

An advocate is:

- A person who speaks or writes in support or defense of a person or cause
- A person who pleads for or in behalf of another
- A person who pleads the cause of another in a court of law

Objective Two: The Types of Advocacy

Types of Advocacy:

- Self-Advocacy
- Individual Advocacy
- Legal Advocacy
- Systems Advocacy



- ➤ <u>Self Advocacy</u> is the process of speaking on behalf of oneself to insure one's own rights and safety.
 - Examples:
 - Making the case for a raise in pay
 - Negotiating to buy a car

- Interviewing for a job
- ➤ <u>Individual Advocacy</u> is the process of speaking on behalf of an individual or family to insure their rights and safety. Individual advocacy is the most important component of case management and supportive counseling.
 - Examples:
 - Accompanying a victim/survivor to TANF appointment
 - Talking to referral sources on behalf of victim/survivors
 - Assisting family in relocating to new school
- ➤ <u>Legal Advocacy</u> refers to the methods of assisting a survivor or group of survivors in obtaining legal and human rights.
 - Examples:
 - Providing victim/survivor with legal information and options
 - Speaking with judge on victim/survivor's behalf
 - Accompanying them through the criminal/civil justice system
- > Systems Advocacy refers to the process of influencing and changing systems in ways that will benefit victims/survivors and their families.
 - Examples:
 - Providing victim/survivor with legal information and options
 - Speaking with judge on victim/survivor's behalf
 - Accompanying them through the criminal/civil justice system

Objective Three: The Role of an Advocate

Your role as an advocate is to:

- Listen to the client's needs
- Facilitate your clients
- Provide relevant information

advise; giving role.

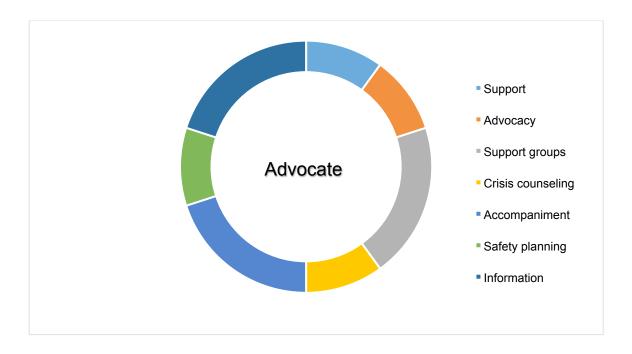
advo-cacy ædvek of support (to a cause her advocacy of wone an work of an advocacy of advocacy of an advocacy of an advocacy of advocacy

progress

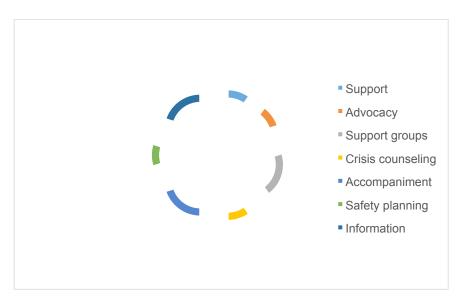
Listening is a crucial part of any work done with a victim/survivor. It is important to develop good listening skills to build rapport and trust with your client and to show support. It is important to not only listen to what is being said, but also what is not being said. Effective listening involves observing body language and noticing inconsistencies between verbal and non-verbal messages.

Once you understand (through listening) what your client is hoping to achieve, it is your role to facilitate their positive progress. If you do all the work and the client does none, your client will not be able to claim success. Ideally, you will work with your client so that they are empowered to move forward in their life. In the beginning of the client-advocate relationship, you may have to guide the process and show the client how to move through the system and advocate for themselves. Over time, you should see an increase in the amount of self-advocacy a client takes on for themselves. When this starts, your role is to support them through the process.

Provide relevant information: As advocates, we hold a great amount of information that can be beneficial to our clients including the names and types of resources as well as how different systems operate. By providing relevant information, you can reduce the fear that a client may be experience as they set out to advocate for themselves.



Each spoke here represents a service. If one or two of the services attached is removed the survivor will likely still be able to continue functioning depending on which service they are missing. The advocate keeps everything running smoothly.



If the hub – you the advocate is removed, the entire system can fall apart. It is our role as a advocates providing case management services to connect and hold the systems in place that will help the survivor to continue on their journey. Advocates do Whatever It Takes! (WIT) and your role is vital in helping survivors to stay safe and heal from the trauma they have experienced.

Objective Four: The Laws, Guidelines, Boundaries and Rules to the Advocacy Relationship

There are laws, guidelines, boundaries and rules to any advocacy relationship.

The guidelines in an advocacy relationship are to:

- Do no harm
- Respect the individuals you are working with
- Trauma Informed

The <u>boundaries</u> in an advocacy relationship are:

- No outside relationship/friendship
- No sexual relationship

• Too much closeness vs. too much distance

Practice Pointers:

- **♣** No outside friendship/relationship:
 - o If you see a client on the street, it is acceptable to acknowledge them only if they have acknowledged you first.
 - It is good to let your client know this ahead of time. If they know in advance, it wont be as awkward when it happens.
 - o This gives your client the confidentiality required by law.
 - O During the course of the advocacy relationship, it is unacceptable to enter into a friendship with your client. Keep the relationship professional at all times.
- ♣ No sexual relationship:
 - Under no circumstances is it ever acceptable to engage in a sexual relationship with one of your clients.
- **♣** Too much closeness v. too much distance:
 - o It's a balancing act.
 - o If you personally have experienced domestic violence, there is no definitive response on whether to disclose that information to the client.
 - o Everything you share should be solely for the benefit of the client.
 - O not give any client your phone number or your address even if you have an interest in the client following up with you.
 - Once you make the decision to give a client your personal contact information, you are obligated to respond to your client each and every time they call you.

Laws Regarding Advocacy Relationships:

- Confidentiality
- Mandatory reporting
- Unauthorized practice of law
- Standards of practice

Objective Five: The Confidential Communications Privilege Statute that Pertains to the Advocacy Relationship

Confidentiality:

Confidentiality is a fundamental building block of the work that we do.

- Preserves victims' safety plans
- Encourages victims to speak openly and honestly with advocates
- Gives victims some control over their privacy
- Confidentiality creates a way for victims to share their feelings, and discuss their experiences and needs
- Victims need to feel the relationship with an advocate is a safe one
- Disclosure of information could jeopardize safety
- Federal and state laws require confidentiality and/or privilege
- Program funding may require confidentiality

Confidentiality is Critical

Basic rule about confidential information:

An advocate should not share victim information outside the domestic violence agency, unless the victim gives the agency permission to do so.

Confidentiality Statute:

Connecticut General Statute § 52-146k

Privileged Communications Between Battered Women's or Sexual Assault Counselor and Victim

Connecticut General Statute § 52-146k states:

- Battered women's or sexual assault counselor shall not disclose any confidential communication in any civil or criminal case or in any legislative or administrative proceeding unless the victim waives the privilege.
- Under no circumstances shall the location of the battered women's center or rape crisis center be disclosed in any civil or criminal proceeding.

Important Definitions:

<u>Domestic violence agency</u> means any office, shelter, host home or agency offering assistance to victims of domestic violence through crisis intervention, emergency shelter referral and medical and legal advocacy, and which meets the Department of Social Services criteria of service provision for such agencies.

<u>Victim</u> means any person who consults a domestic violence counselor for the purpose of securing advice, counseling or assistance concerning a mental, physical or emotional condition caused by domestic violence

Domestic violence counselor means any person engaged in a domestic violence agency:

- Who has undergone a minimum of twenty hours of training which shall include, but not be limited to, the dynamics of domestic violence, crisis intervention, communication skills, working with diverse populations, an overview of the state criminal justice system and information about state and community resources for victims of domestic violence
- Who is certified as a counselor by the domestic violence agency that provided such training
- Who is under the control of a direct service supervisor of a domestic violence agency and
- Whose primary purpose is the rendering of advice, counsel and assistance to, and the advocacy of the cause of, victims of domestic violence

Confidential communication means information transmitted between a victim of domestic violence and a domestic violence counselor in the course of that relationship and in confidence by a means which, so far as the victim is aware does not disclose the information to a third person other than any person who is present to further the interests of the victim in the consultation or any person to whom disclosure is reasonably necessary for the transmission of the information or for the accomplishment of the purposes for which such counselor is consulted, and includes all information received by, and any advice, report or working paper given or made by, such counselor in the course of the relationship with the victim.

Practice Pointer:

- ♣ The preceding definitions are important because there are certain criteria that must be established for an advocate to be able to claim certain communication is privileged. To do so, they must:
 - o Be working under the supervision of a domestic violence agency,
 - o Have completed the 20 hour certification training, and
 - o Be serving in their function as an advocate.

Exceptions to the Statute: When can Confidentiality be Breached?

• Threat to themselves or others (duty to warn)

- Outy to warn gives an advocate the right to breach confidentiality if a client poses a risk to themselves or another person.
- o If a victim/survivor indicates or demonstrates that they may be actively suicidal, 911 or a mobile crisis unit should be immediately contacted.
- o If a victim/survivor indicates or demonstrates that they intend to harm someone else, the advocate has a duty to warn the other person.
- o Generally, before evoking your right to "duty to warn," an advocate must:
 - a. Have an established relationship with the victim, and
 - b. Determine that the victim/survivor has the means and will to commit such
- In cases of suspected child abuse or elder abuse (mandatory reporting)
 - Per law, domestic violence advocates are mandated reporters of child abuse and abuse of the elderly. This will be discussed in detail in the next section.
- By court order (can file motion to quash)
 - If you receive a subpoena or other court order, generally it is to supply the court with any and all records pertaining to a certain client or case. By law, you are required to do so or face contempt of court charges.
 - There are times in which disclosure of the information you hold may be detrimental to your client. That is when your agency may decide to file a motion to quash.
 - A motion to quash is a legal filing requesting that the court reverse their decision to require an advocate/agency to produce such documents/files on a particular client.
 - The motion would be filed by the agency's attorney.
 - Example: you have been working with Denise and she discloses that she has been drinking heavily to cope with the abuse she is experiencing. Denise and her boyfriend are both seeking custody of their two-year-old son. You receive a subpoena from her boyfriend's attorney requesting all information about Denise. You are concerned the drinking may affect the outcome of the hearing. You have a conversation with Denise about this information and she would not like her information disclosed. You consult with your agency's attorney and decide to try and suppress these records by filing a motion to quash on the grounds that you have a confidential communications privilege.

Exercise: Duty to Warn

- Susan has been a shelter resident for a week. She has just received a phone call from her partner, telling her he wont be picking up the kids for his weekend visitation. Susan has already made plans. In your conversation with Susan, she says, "I'm so mad, I could kill him." Do you have a duty to warn?
 - o Answer: No, because while you do have an established relationship with Susan, she has not indicated that she has a plan to do so.
- ♣ In your role as family violence victim advocate, you see Desiree again when her husband of four years is arrested for the fifth time. Desiree tells you she has had enough and she intends to put a stop to it. When you ask her what she means, she tells you she plans on

poisoning him with bleach. You ask her when she plans to do this, and she says, "Next Friday after his jog." Do you have a duty to warn?

o Answer: Yes, because you have an established relationship with Desiree and she has a concrete plan and the means to carry it out.

How to Keep Information Confidential:

- Don't let anyone hear your conversation with the victim
- Keep files and written information out of view and in locked files
- Don't talk about the victim with anyone outside the agency unless the victim gives you permission to do so
- Only share information when it is necessary to advocate for a victim and only with permission
- Only keep records you absolutely need

Release of Information:

While it is imperative to remember that information given to you by a client is confidential, it is also necessary to discuss the client's needs and provide information about the client to outside resources at times

To do so, you must either have an oral or written release of information. It is important to obtain a written release. An oral release should only be acceptable if you are talking with client by telephone. Even in those cases, you should follow up with a written release within 48 hours.

When preparing a release of information for the client to sign, it is important to:

- Define to whom the information will be released
 - o Be specific by identifying the person at the agency to whom you will be releasing the information
- Define information to be released
- Purpose of releasing information
- How you will share information
- Time specific
 - Recommended release times are 24-48 hours for a verbal release and no more than 30 days for a written release.

In addition:

- Explain your program's confidentiality policy to every victim/survivor and inform them of any exceptions to your policy
- Ask victim/survivor if they understand and/or have any questions about the policy
- Let victim/survivor know exactly what information you are going to release-discuss unintended consequences of releasing information
- Only the victim/survivor can grant the release of information

Review the sample release form:

	(2	APPROPRIATE AGENC	/ LETTERHEAD	
nformation with and liternatives and any lecide you want [Ph	ther agency or person potential risks and b ogram/Agency Name	on, an advocate at [Progr benefits that could result	Agency Name] share some of yo amvAgency Name] will discuss v from sharing your confidential in ir confidential information, you co ong.	vith you all formation. If you
and my records con	ficiential. I also unde ation to certain individ	erstand that I can choose duals or agencies.	eep my personal information, ide to allow [Program/Agency Nam Name] to share the following sp	e to release some of
nan	ne	HOUSE ILLIOSIBILIAMSELION	iname to state the following sp	ecilic intorriation with
Who I want to have my information:	Name: Specific Office at Phone Number:	Agency:		
		erson by phone	by fax by mail trial and can be intercepted and	by e-mail read by other people.
What info about n		cally as possible, for exa	mple: name, dates of service, a	ny documents).
Why I want my in shared: (purpose		cally as possible, for exa	mple. To receive benefits).	
	s a risk that a limited tion held by [Program		an potentially open up access b	others to all of your
understand:				
Signing a releas	se form is completely	voluntary. That this rele	low [Program/Agency Name] to: ase is Imited to what I write abo the future, I will need to sign and	ve. If I would like
		could give another ager ervices from Program/A	icy or person information about a gency Name].	my location and would
released to the		ncy, and that the agency	ol what happens to my information or person getting my information	
This release ex			Expiration should meet which is typically no mo may be shorter or longe.	re than 15-30 days, but
understand that t time either orally o		when I sign it and that Date:	I may withdraw my consent to	this release at any
Signed:			Witness:	
Reaffirmation	and Extension #	f additional time is nec	essary to meet the purpose of	this release)
		and I would like to extend		uns releasej
- Committee Cita		T Jacob inc to exterio	New Date	New Time
			Witness:	

Other Confidentiality Provisions:

➤ VAWA: 42 USC 13925(b)(2)

> FVIU Information CGS §46b-38c(c)

> HIV: CGS § 19a-581-583

➤ HIPPA: Health Information Portability Accountability Act

Violence Against Women Act (VAWA) 42 USC 13925(b)(2)

Several provisions:

- A. To ensure the safety of adult, youth, and child victims of domestic violence, dating violence, sexual assault, or stalking, and their families, grantees and sub-grantees under this subchapter shall protect the confidentiality and privacy of persons receiving services.
- B. Nondisclosure: Grantees/Sub-grantees shall not disclose, reveal, or release:
 - Any personally identifying information collected in connection with services requested, utilized, or denied through grantees' and sub-grantees' programs, regardless of whether the information has been encrypted or otherwise protected
 - Individual client information without the informed, written, reasonably timelimited consent of the person about whom information is sought, whether for this program or any other Federal, State, tribal, or territorial grant program, except that consent for release may not be given by the abuser of the minor, incapacitated person, or the abuser of the other parent of the minor
- C. Release of information: If a grantee or sub-grantee compelled to statutory or court mandate to release information (i.e. subpoena), grantees and sub-grantees shall:
 - Make reasonable attempts to give notice to the victim/survivor about the request for information
 - Take steps necessary to protect the privacy and safety of the persons affected by the request for information
- D. Information sharing: Grantees or sub-grantees may share:
 - Non-personally identifying data and demographic information for the purposes of complying with federal, state or tribal reporting or other data collection requirements

Family Violence Intervention Unit CGS §46b-38c (c)

All information provided to a family relations counselor, family relations counselor trainee or family services supervisor employed by the Judicial Department in a local family violence intervention unit shall be used solely for the purposes of preparation of the report and the protective order forms for each case and recommendation of services and shall otherwise be confidential and retained in the files of such unit and not be subject to subpoena or other court process for use in any other proceeding or for any other purpose.

Exceptions to keeping information confidential:

- A. Shall disclose to the court and the prosecuting authority for appropriate action information that the victim has indicated that the defendant holds a permit to carry a pistol or revolver, possesses one or more firearms or possesses ammunition
- B. Shall disclose to an employee of the Department of Children and Families information that indicates that a defendant poses a danger or threat to a child or a custodial parent of the child
- C. May disclose to a bail commissioner or an intake, assessment and referral specialist employed by the Judicial Department information regarding a defendant who is on or is being considered for pretrial release
- D. May disclose to a law enforcement agency information that indicates that a defendant poses a danger or threat to another person
- E. May disclose, after disposition of a family violence case, to a probation officer or a juvenile probation officer, for purposes of determining service needs and supervision levels, information regarding a defendant who has been convicted and sentenced to a period of probation in the family violence case
- F. Or after a conviction in a family violence case, to a probation officer for the purpose of preparing a presentence investigation report, any information regarding the defendant that has been provided to the family relations counselor in the case or in any other case that resulted in the conviction of the defendant

HIV CGS § 19a-581-583

While we do not screen for HIV- if someone discloses, this statute prohibits the disclosure of any HIV related information about:

- Individuals who have received HIV counseling and/or testing
- Individuals who are diagnosed with HIV/AIDS
- Sexual partners or needle-sharing partners of such individuals
- Without written authorization by the protected party

HIPAA

Health Insurance Portability and Accountability Act

HIPAA:

- Gives patients control over the use of their health information
- Defines boundaries for the use/disclosure of health records by covered entities
- Establishes national-level standards that healthcare providers must comply with
- Helps to limit the use of personal health information (PHI) and minimizes chances of its inappropriate disclosure

You cannot release a victim/survivor's medical information without their consent

Objective Six: The Mandatory Reporting Statutes that Pertain to the Advocacy Relationship

Mandatory Reporting:

In Connecticut, domestic violence advocates are mandated by law to report:

- Child Abuse
- Abuse of Elderly Persons
 - Elderly person means any resident of Connecticut who is sixty years of age or older

Reporting of Child Abuse:

As an advocate, you must report:

- ➤ If you have reasonable cause to suspect or believe that a child under the age of 18 has been:
 - ✓ Abused,
 - ✓ Neglected, or
 - ✓ Placed in imminent risk of serious harm

Child Abuse vs. Child Neglect:

Child abuse occurs when a child:

- Has had physical injury inflicted upon him or her other than by accidental means
- Has injuries inconsistent with history given of them
- Is in a condition resulting in maltreatment, such as, but not limited to: malnutrition, sexual molestation or exploitation, deprivation of necessities, emotional maltreatment or cruel punishment

Child neglect occurs when a child:

- Has been abandoned
- Is being denied proper care and attention physically, emotionally, or morally
- Is being permitted to live under conditions, circumstances or associations injurious to his well-being

What to report:

- Names and addresses of the child, child's parents or responsible caregiver(s)
- Child's age and gender
- Nature and extent of injury, maltreatment or neglect
- Approximate date and time the injury, maltreatment or neglect occurred

- The circumstances in which the injuries, maltreatment or neglect became known to the reporter
- Previous injury, maltreatment or neglect of the child or siblings
- Name of the person suspected to have caused the injury, maltreatment or neglect
- Any action taken to treat or help the child
- Any other information the reporter believes would be helpful

When and Who to Report to:

Oral Reports:

- All oral reports must be made to the DCF Careline at 1-800-842-2288 within 12 hours of witnessing or receiving the child abuse/neglect claim.
- All oral reports must be followed up with a written report within 48 hours of making an oral report.

Written Reports:

- Reports should be filed using the DCF-136 form.
- Completed forms should be mailed to the advocate's closest DCF office. Office locations are found at the bottom of the DCF-136 form.
- Once you have reported, you have fulfilled your mandatory reporting obligation.
- If DCF requires additional information, they will contact the advocate.

Practice Pointer:

- It is always better if the non-offending child's parent can report the abuse.
- ♣ If you are working with a victim/survivor, encourage them to make the report.

Exercise:

- ♣ If a victim/survivor is holding her baby and the abuse physically assaults the victim, is that a reportable case?
 - o Answer: Yes.
- If a child is on the third floor sleeping while the child's mother is being verbally threatened on the first floor, is that a reportable case?
 - o Answer: Probably not. However, the advocate should air on the side of safety. It is the responsibility of DCF, not the advocate to substantiate the abuse/neglect.

Review the DCF -136 form on the following page:

REPORT OF SUSPECTED CHILD ABUSE OR NEGLECT





Within forty-eight hours of making an oral report, a mandated reporter shall submit this form (DCF-136) to the relevant Area Office listed below See the reverse side of this form for a summary of Connecticut law concerning the protection of children.

			Please prin	t or type				
Child's Name	M	Age Or DOB	Race:	American Inc	fian or Alaskan Native	H	íspanic	
	IH F			Asian/Pacific			White (not of Hispanic origin)	
	10.	1			American (not of		inknown	
		1		spanic Origin)	Pariencial (not or		ther	
_			ni	spanic Ongin)			uler	
Child's Address								
Name Of Parents Or Other Person I	Pornonrible E	or Childle Care	Address			Т,	Phone Number	_
Name of Parents of Other Person I	responsible r	or Child's Care	Auuress			Ι'	Phone Number	
Name Of Careline Worker To Whom	n Oral Report	Was Made	Date Of Oral Re	port	Date And Tir	ne Of Su	uspected Abuse/Neglect	
	out of many or many many many many many many many many							
Name Of Suspected Perpetrator, If I	Known		Address And Pi	none Number,	r Known	_ I'	Relationship To Child	
			l			- 1		
Nature And Extent Of Injury(ies), Ma	attreatment Or	Neglect	•					_
realization and application and		· · · · · · · · · · · · · · · · · · ·						
Describe The Circumstances Under	Which The In	ijury(ies), Maltreat	ment Or Neglect (Came To Be Kr	nown			
Describe the Reasons Such Person	c/c\ Ara Sucr	acted of Causina	Such Injurios Mat	treatment of No	anlart			
Describe the Netisons South Person	a(a) Aire auap	euted or causing .	Jucin Injunes, Mai	deadlietit of 14	- Syleu			
Information Concerning Any Previous	us Injury(ies),	Maltreatment Or N	leglect Of The Ch	ild Or His/Her S	Siblings			
			-		-			
Information Concerning Any Prior C	/-\ l= 145	ich The Demonic	Have Been Cure	and and Oil Commi	no de teineriest dades		h Neelest Of & Ohild	
information Concerning Any Prior C	ases(s) in wn	ion The Person(s)	nave been busp	ecied Of Causi	ng An injury(ies), Maitre	aument C	r Neglect Of A Child	
List Names And Ages Of Siblings, If	Known							
What Action, If Any, Has Been Take	n To Treat P	myide Shelter Or (Otherwise Assist 1	The Child?				_
marradon, irrely, has been rane	ar to mean, t	oride official of	DEICHIGE PESISE	inc oning.				
			REPORTER	SECTION				
Reporter's Name And Agency	American	Indian or Alaskan	Native	Addre	55 :		Phone Number	
	Asian/Par	cific Islander						
	☐ Black/Afr	ican American (no	t of Hispanic Origi	in)				
Hispanic								
White (not of Hispanic origin) City:								
Prefer Not to Answer								
		it to Ariswer					ı	
	Other _			_			ı	
Reporter's Signature				Positio	on .		Date	
WHITE COPY: TO DCF AREA	OFFICE (S	ee below)	IF YOU NEED	ADDITIONAL	L SPACE, YOU MAY A	TTACH	MORE DOCUMENTATION	N
Bridgeport De 100 Fairfield Avenue 13	anbury		Hartford		Manchester		Norwalk	
100 Fairfield Avenue 13	11 West Street anbury, CT 08810	, 1	250 Hamilton Street Hartford, CT 06106		364 West Middle Tripk Manchester, CT 06040		761 Main Ave Norwelk, CT 08821	
Bridgeport, CT 08804 De 203-384-5300 20	anbury, C1 06810 33-207-5100	· I	880-418-8000		860-533-3600		203-899-1400	
TDD: 202,384,5300	OD: 203-748-832	5	TDD: 800-315-4082		TDD: 800-315-4415		TDD: 203-899-1491	
Fac: 203-384-5307 Fa	ex: 203-207-5170)	Fax: 880-418-8327 Milford		Fax: 880-533-3750 New Britain		Fax: 203-899-1463, 203-899-146 New Haven	34
Mencen	iddletown 181 South Main S				New Britain One Grove Street, 4th FI		One Long Wharf Drive	
Meriden CT 06451 Mi	iddletown, CT 084	457	38 Wellington Road Milford, CT 08481		New Britain, CT 06053		New Haven, CT 08511	
203-238-8400 88	0-638-2100		203-306-5300		860-832-5200		203-788-0500	
	D: 860-638-219 ec: 860-346-2585		TDD: 203-308-5804 Fee: 203-777-4358		TDD: 860-832-5370 Fee: 860-832-5318		TDD: 203-788-2599 Fee: 203-788-7457	
Norwich To	orrington		Waterbury 395 West Main Street		Willmantic			_
Two Courthouse Square 62	Commercial Blv:				322 Main Street		I	
Norwich, CT 08360 To 860-886-2641 86	omington, CT 0871 80-498-5700		Weterbury, CT 08702 203-759-7000		Willimentic, CT 08228 880-450-2000		I	
TDD: 860-885-2438	D: 880-498-579		TDD: 203-465-7329		TDD: 880-458-8803			

Abuse of Elderly Persons:

As an advocate:

- If you have reasonable cause to suspect or believe that any elderly person has been abused, neglected, exploited or abandoned or is in a condition which is the result of such abuse, neglect, exploitation or abandonment, or who is in need of protective services
- Any person_required to report under these provisions who fails to make such report shall be fined not more than five hundred dollars.

What to Report:

- Name and address of the elderly person
- Information regarding the nature and extent of the problem
- Any other information which the reporter believes might be helpful in an investigation

When and who to Report to:

Oral Reports:

- If during the business day, oral reports must be made to the Department of Social Services (DSS) at 1-888-385-4225 within three days of receiving information about or witnessing elder abuse.
- If after hours, oral reports must be made to Info-line at 211 within three days of receiving information about or witnessing elder abuse.

Written Reports:

• If you choose to file a written report, use the Report Form for Protective Services of the Elderly (W-675) and forward it to the DSS office covering the elder's town of residence that is listed on the back of the form.

Review the W-675 form on the following page:

W-675 Rev. 12/2006

STATE OF CONNECTICUT DEPARTMENT OF SOCIAL SERVICES 25 Sigourney Street, Hartford, CT 06106

To Refer a Connecticut Protective Service Case Call: 1-888-385-4225 Toll Free

REPORT FORM FOR PROTECTIVE SERVICES FOR THE ELDERLY

Call the Protective Services for the Elderly from the Department of Social Services on the toil free line or at the regional numbers listed on back (or info-line at 211 after hours) if you have any reason to believe or suspect that the elderly person cited below is being abused, abandoned, neglected, or exploited. If you choose you may complete this form and forward it to the DSS office covering the elder's town of residence <u>LISTED ON THE BACK</u>.

Certain Individuals are required by State Statute to report suspected abuse, abandonment, neglect, or exploitation. If you are making the referral, complete this form of the property of the

offing wing as much information as you have available to you. RETURN TO APPROPRIATE OFFICE DISTED ON BACK!							
I. INDIVIDUAL BEING REFERRED (Person in need of protection)							
	(Last Name)	ast Name) (First)		Age:	Date of Birth:/		
	ADDRESS	(City or Town)		Phone (Include area code):			
SOCIA	AL SECURITY NUMBER		LANGUAGE SPOKEN:				
OTHER PERSONS/In-Home – Not In Home							
	NAME	CURRENT ADDRESS					
II. REASON FOR REFERRAL (Check all appropriate categories not mutually exclusive) Does Emergency Exist? Yes No							
	Abuse Neglect Abandonment Exploitation						
	Date of Alleged Incident (If Known):						
	Give Details:						
If Abused, Name of Suspected Perpetrator (If Known)			Relative (Specify)		Other (Specify)		
Are State or local police involved? Yes No Official's Name, Address, and Phone:							
Individual has Physical Problems? Yes No							
Give details of physical problems/limitation:							
Is Individual on any public assistance programs? Yes No If "Yes" Specify OAA AD-AB Town SSI/SSA Title XIX Case Number:							
Other (Specify)							
III. REFERRAL SOURCE:							
	NAME: ADDRESS:						
Does complainant wish to be: Anonymous Notified of Action Does Not Want to be Identified			Relationship to	Elderly Person:	Phone (Include area code):		
	Signature		Printed Name		Date		

Objective 7: The Unauthorized Practice of Law When Working with Victim/Survivors of Domestic Violence

Unauthorized Practice of Law:

Why discuss this?

- Effect on a victim/survivor
- Effect on your agency
- Effect on you personally and professionally
- It's against the law



Practice Pointer:

- We discuss this topic in detail because there are laws that cover domestic violence and legal options that we must be familiar with.
- **♣** To avoid practicing law, it is important to be clear about the difference.

What is the Practice of Law?

Ministering to the legal needs of another person and applying legal principles and judgments to circumstances or objectives of the person including:

- 1. Holding oneself out in any manner as an attorney, lawyer, counselor or advisor or in any other capacity which directly or indirectly represents that you are qualified or capable of performing any act constituting the practice of law
- 2. Giving advice or counsel to persons with respect to their legal rights or responsibilities
- 3. Drafting any legal document or agreement involving or affecting the legal rights of a person
- 4. Representing any person in court or in a formal administrative adjudicative proceeding

What Does the Term "Unauthorized Practice of Law" Mean?

- Unauthorized=not allowed
- Practice of law=actions that a lawyer would do:
 - Advising a client on the best course of action to take

- Representing client in court/speaking for client
- Giving legal advice as opposed to legal information
- Drafting legal papers, motions, petitions, affidavits

When are you at risk for practicing law?

- When working with a victim/survivor in criminal court
- When working with a victim/survivor in civil court
- When talking about divorce, custody and/or child support with a victim/survivor

Practice Pointers:

- ♣ Advocates become very knowledgeable about the law. When an advocate gets engrossed in a domestic violence case, it is easy to practice law without realizing it.
- ♣ It is important to get across the point that as an advocate you cannot give advice.
- **♣** Giving advice is practicing law.
- → If you are effectively practicing Safety Planning-Client Center Advocacy, this should be not an issue because you are presenting ALL of a client's options then working with them to determine what is best.

Exceptions:

- When providing clerical assistance to another to complete a form
 - You can help a person to complete a restraining order application <u>but</u>...
 - You cannot tell them or advise them on what to write
- When serving in a neutral capacity as a clerk or court employee when providing information
 - A FVVA is not an employee of the court

Example:

Victim/survivor you have been working with informs you that they have applied for sole custody of their children because there were some reports of sexual abuse by the father. The court cannot substantiate the abuse and the judge temporarily awards joint custody.

What you cannot say:

"The abuser got custody? You should be able to get your kids back soon because he sexually assaulted them. Don't worry. I am sure you will get back custody at the end of the case."

What you can say:

"I am sorry to hear that the judge granted joint custody. I can't imagine how this feels."

Guidelines:

- Use non-specific language:
 - "In general, some people find that...."
 - "It may be possible that..."
- Speak to callers about possible options
- Discuss possible issues that might be worth exploring with an attorney
- Make sure the victim/survivor is clear that you are not an attorney

Objective Eight: The Standards of Practice

Standards of Practice:

The standards were reviewed in detail on pages 66 - 96. Those standards serve as guidelines for all provisions of service.

CCADV Standards For Member Organizations 2014 Standards of Practice are the minimum requirements for the operation of any domestic violence agency in Connecticut.



Objective Nine: Trauma and Trauma Informed Care

Advocacy Guidelines: Trauma Informed Care

What is Trauma?

Trauma is the byproduct of any event or circumstance that emotionally, psychologically, and/or physically devastates one's being while it simultaneously overwhelms, destroys, or neutralizes one's strategies for coping.

Dr. Kenneth Hardy



According to the American Psychological Association:

Trauma is an emotional response to a terrible event like an accident, rape or natural disaster. Immediately after the event, shock and denial are typical.

Long-term reactions include unpredictable emotions, flashbacks, strained relationships and even physical symptoms like headaches or nausea. While these feelings are normal, some people have difficulty moving on with their lives.

Why do we need to understand trauma?

- To recognize how traumatic experiences have impacted a victim/survivor's life
- To ensure that the victims/survivors we work with are not unintentionally re-traumatized
- Trauma affects a person's physical and mental health
- Trauma often leaves in its wake the inability to feel safe, to trust others, self-blame, guilt, and shame

Types of Trauma:

- Acute trauma: a single traumatic event
- <u>Chronic trauma</u>: multiple experiences of traumatic events
- <u>Vicarious trauma</u>: trauma experienced through sympathetic participation in the experience of another

Range of abusive experiences that victim/survivors have experienced in their lives:

One time victim:

- Involved in violent relationship act but no pattern of control
- Isolated incident
- Victim leaves the relationship- never abused again

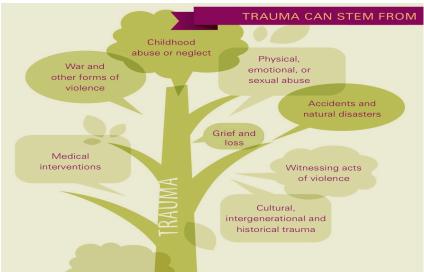
Adult Victim:

- May have grown up with violence in the home
- Becomes involved with violent men
- Leaves violent relationship but enters into another abusive relationship

Lifetime Victim:

- Experiences violence early in life
- Survivor of child abuse, incest, sexual violence
- Accepts violence as the norm in a relationship

What Causes Trauma?



Video: Lisa's 911 Phone Call [5:46]

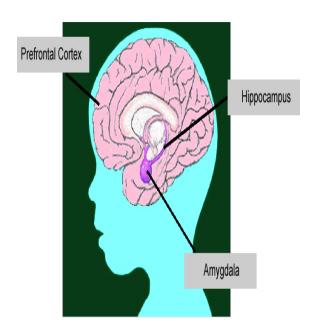
https://www.youtube.com/watch?v=u-7J5akhSA8

(The audio may be difficult to listen to, yet it is one of a number of scenarios you may encounter as an advocate)

Exercise: Take 10 minutes to answer the following questions

- ♣ How did it feel to listen to Lisa?
- What emotions came up for you about the perpetrator? Lisa's siblings, her mother?
- How do you think Lisa's, her mother's and siblings' experience might affect them over the long term?

What Happens to the Brain?



Normal Stress: The amygdala (alarm) communicates with the other areas of the brain that store information and make decisions (hippocampus and pre-frontal cortex).

Traumatic Event: The amygdala becomes activated and automatic stress reactions take over – these are normal reactions and necessary for survival. When the stress has lessened the alarm resets/turns off.

With chronic trauma the problem occurs when the alarm system does not reset or shut off. As a result the brain can no longer tell the difference between what is safe/ unsafe and views everything, including normal everyday stressors as threatening

Responses to Trauma:

- Irritability
- Anxiety and nervousness
- Anger
- Depression
- Hyper-vigilance
- Exaggerated startle response
- Flashback or repeated memories of the event
- Difficulty concentrating

- Altered sleeping or insomnia
- Changes in appetite
- Feeling detached or estranged from others
- Diminished interest in usual activities
- Physical symptoms of stress, such as headaches, nausea

119



Trauma shatters trust, safety, leaves people feeling powerless, and can lead to a profound disconnection from others.

Trauma Informed Agency:

CCADV Trauma Enhancement Project:

- How we provide services to survivors is as important as the services we deliver
- A trauma informed agency looks at all aspects of the organization and services through a trauma lens - constantly keeping in mind how the traumatic experience has impacted the victims life
- The core principles of a trauma informed and responsive agency are the provision of an environment of:
 - Safety
 - Trustworthiness
 - Choice
 - Collaboration
 - Empowerment

The philosophy behind trauma informed care is that how we provide services to survivors is as important as the services we deliver. To do so, a trauma informed agency looks at all aspects of the organization and services through a trauma lens - constantly keeping in mind how the traumatic experience has impacted the victim/survivor's life.

Trauma Informed Agencies:

- Provide services that are informed about and sensitive to trauma issues
- Reconsider and evaluate all components of the agency in light of a basic understanding of the role trauma plays in the lives of people seeking services
- Deliver services in a way that avoids unintentional re-traumatization and facilitates victim/survivor participation
- Place priority on victim/survivor's safety, choice, and control

To do so, the agency practices the five core principles of trauma-informed and responsive service:

Safety: Physical and emotional safety

- Trustworthiness: Clarity, consistency, and boundaries
- Choice: Victim/survivor choice and control
- Collaboration: Collaborating and sharing power with the victim/survivor
- Empowerment: Recognizing strengths and building skills

Video: No More Secrets [30:00]

- http://www.ctvideo.ct.gov/dmhas/NoMoreSecrets.wmv
- **↓** Double click the image below to play on apple products



Self-Care/Vicarious Trauma:

Linda's theory of social work:

"You only have a certain social service life-you can burn it up in 6 months or make it last a lifetime. You can go out in a ball of flames or exit gracefully. That is up to you. How you handle the personal trauma you experience as a result of the stories and descriptions of violence that you hear from the victims you work with every day will dictate how long you last."

<u>Vicarious trauma</u>, also known as secondary trauma or compassion fatigue is the response that comes from being in the presence of trauma and how our bodies and psyche react to the profound despair, rage and pain we witness.

It can be compounded if we have had our own traumatic events in the past. Experiencing someone else's trauma can trigger emotions and feelings that take us back to the time in which we were traumatized.

Practice Pointer:

- ♣ One example of vicarious traumatization occurs from listening to stories of domestic violence over and over again.
- Regardless of how well trained we are, there can be situations that trigger unexpected responses.
- Losing a client due to domestic violence can also cause trauma.

What you can do:

- Assess your own secondary traumatization: Make it a habit to ask yourself how you are affected by your work-assess on an on-going basis
- Ask yourself-how have I changed: Have my attitudes and beliefs changed? I am just checking boxes to get the work done or am I still invested?
- Where am I at in my life right now? Can I handle listening to the trauma of others? Do I need a break?



Self-care includes:

- Escaping by getting away physically and mentally:
 - Read a book
 - Go to a movie
 - Take a vacation/personal day
 - Talk to friends about anything other than work
- Resting and doing things to relax:
 - Gardening
 - Exercise
 - Arts and crafts
 - Spending time with loved ones
- Making time to play and laugh

Objective Ten: Trauma in Underserved Communities

Exercise: 15 minutes

- ♣ Pick one of the following topic areas:
 - Women of color
 - o Immigrant women
 - o Women who are deaf or hard of hearing
 - o Battered lesbians
 - o Elderly women
 - Women of faith

Think about and outline the strategies you could take when advocating for the population of your choice. For example, with elderly women, you might want to approach senior centers to help them get out the word about domestic violence and the elderly or to give an elderly victim/survivor an opportunity to get out of the house to minimize the abuse.

Domestic Violence in Immigrant Communities:

Challenges for victims/survivors:

- Limited English Proficiency: does the victim have access to information in their first language?
- Disparities in economic and social resources: what resources are available to this individual? Are resources based upon citizenship or immigration status?
- Social isolation: who in the community can assist this victim/survivor? Is she/he isolated with no friends or family to assist?
- Immigration status: Does their immigration status put them at risk for deportation?

Immigrant victims/survivors may fear:

- Their partner will obtain full and legal custody of the children
- Unless the abuse occurs in public, it is not a criminal act
- The abuser will harm family members in their home country
- She cannot get help because in her home country, the person with the most money and the strongest connections "wins", which is usually the man
- The abuser will report her to INS or sabotage the documentation process
- She will be blamed for the family disintegration by family and friends for disclosing the abuse

Review the graphic on the following page (you may need to zoom in to read):

IMMIGRANT POWER AND CONTROL WHEEL



Produced and distributed by:

Adapted from original wheel by: Domestic Abuse Intervention Project 202 East Superior Street Duluth, MN 55802 218.722.4134



Challenges for domestic violence agencies:

- Language barriers
- Unfamiliarity with immigration systems and legal rights
- Lack of cultural competence/responsiveness
- Lack of community knowledge- who is your community
- Political views regarding immigrants

Exercise: 10 minutes

- ♣ Consider the following questions, and think about what an agency would need to have in place to provide effective outreach to immigrant and underserved populations.
 - 1. Why do you need to outreach now and what is the goal?
 - 2. Are there groups in the community that are not represented among the clients?
 - a. If yes, which groups?
 - b. If no, is there a way to find out with whom you are not working?
 - 3. How do you know this information?
 - 4. Of all the groups that you are not serving, which groups will you target for outreach in the first year?
 - 5. How many months do you anticipate for the planning process?
 - 6. If you know that there is a group that is very small i.e. less than 1% of the population, should you make the effort to reach them?

Objective Eleven: Effective Case Management

Effective Case Management:

- Step Up and Step Back Approach
- Engagement
- Goal Setting

Step Up

- Recognize the times when a victim/survivor needs additional assistance
 - When they first enter services
 - When they reach a roadblock in moving forward
 - When they are developing goals for their future
 - When they are re-traumatized or experience an event that triggers their trauma

Step Back

- Allow space for a victim/survivor to perform and grow
- Support their efforts but don't overshadow them
- Help them to recognize, celebrate and build upon their success- whether big or small

Practice Pointer:

- ♣ We have previously discussed the boundary issue of "too much closeness vs. too much distance."
- ♣ Answer two questions to help balance this:
 - 1. Are you just checking the boxes and completing the paperwork with no true client engagement?
 - 2. Do you need to step in and solve all of a client's problems? Are you doing more work than the client is doing?

The Step Up and Step Back approach helps to create a balanced client-advocate relationship. Engagement helps to establish the working relationship.

Engagement, Assessment and Outreach:

Engagement is:

- Process of introducing the survivor to the service relationship
- Process not an event does not happen over night
- What constitutes successful engagement will vary from survivor to survivor

Exercise: 5 – 10 minutes

- ♣ Think about the last time you met someone new (co-worker, doctor, supervisor)
- ₩ What made you feel safe, comfortable and want to be open?
- ♣ What happened that made you feel uncomfortable and looking for the door?

Open vs. Closed Engagement:

Open

- Friendly
- Listened
- Good eye contact
- Conversation light
- Humor

Closed

- Intrusive
- Talk too much or lecture
- Pushy
- Rushed
- Demanding

Ask Open-Ended Questions:

- Establish an atmosphere of acceptance and trust by defining your role as one who listens
- Get survivors to open up and tell their stories
- Encourage the survivor to do most of the talking, explore their concerns and think of their own solutions

Examples of open-ended questions:

- ✓ Tell me about....
- ✓ Describe to me what happened....
- ✓ How did you feel when...?
- ✓ Why is that important to you?

Reflective Listening:

- Check on whether what you think the survivor means is the same as what they actually mean
- Validate survivor feelings and show empathy and helps people to feel understood
- Encourage the survivor to continue talking and telling their story

Keep in mind:

- We may have different ideas about the central issue or what supports are needed
- Be aware of our own agenda
- Be empathetic
- Survivor must feel they are working towards getting what they want, not what you want for them

Objective Twelve: Setting Goals and Objectives



A <u>GOAL</u> is a statement of a desired or intended outcome. The goal is the end result.

Goal setting is an on-going process with survivors.

They are specific to individuals, are most often long-term and they offer overall guidance for the plan.

Exercise: 5 minutes

♣ Try to list 10 common goals we have for survivors

How to Set a Goal:

- Specify the intended outcome that will result from the accomplishment of the goal
- Phrase goals accurately
- Begin each statement with "(The person's name) will...."
- Case manager should not be mentioned in the goal statement
- Keep it simple
- Focus on positives

Objectives:



<u>OBJECTIVES</u> are the steps taken to achieve a goal. They are important because:

- Achieving small steps can be recognized as progress
- Steps can be celebrated as successes independent of longterm goal
- Obstacles can assist in rethinking steps needed to achieve long term goals
- Process can assist in gaining insight to objectives needed

How to determine Objectives:

- Steps must be achievable. The idea is for success
- For each objective, try to determine if anything stands in the way
- The plan should include a realistic time frame
- If the goal is not reached, examine the obstacles that the survivor has encountered
- Achievement of a goal no matter how small, should be positively reinforced

Exercise: 5 minutes



When setting goals, they must be SMART:

- Specific
- Measurable
- Attainable
- Relevant
- Time-Bound

Objective Thirteen: Setting Motivating People for Change

Advocacy Techniques: Building Motivation for Change:

Motivating for change is a way of communicating with people that will help increase the likelihood hat they will change their behavior or circumstances. Part of the remise of motivating for change is that everyone has the capacity to lead a healthy and productive life, and to make healthy changes.

Although most people change without any assistance, some need help to do so. Motivating for change is a set of communication skills to help guide someone towards their own internal resources and to help strengthen those individual resources towards behavior change.

Like Safety Planning-Client Defined Advocacy, motivating for change focuses on treating others with respect and high regard and always has the other person's wishes at hear, no matter how difficult t can be to see others make unhealthy choices.

There is no persuasion, no confrontation, and no arguing for someone to make changes. It is ALWAYS up to the client to decide if they want to make a change or not.

Motivating for change is referred to as motivational interviewing. If you are not familiar with motivational interviewing, it is highly recommended that you take the Motivational Interviewing training offered through the CCADV Training Institute.

Advocate responsibilities in motivating for change:

- Build Trust
 - o Don't simply focus on the violence.
 - o Ask the client for permission to speak with them.
 - o Change is more likely when there is no lecturing.
- Know the Person
- Assist in Cognition Restructuring
 - o Cognitive restructuring can help replace irrational thoughts with realistic ones
 - o It also addresses hopes and fears
- Learn to Recognize Emotions/Physical Signs
 - o Look at body language and other emotional or physical signs.
- Assist in Preparation
 - Many victims never set goals for themselves because life has been controlled by the abusive partner.
- Teach Visualization Skills
- Assist in Goal Setting
- Provide Support throughout the Process

Roadblocks:

- DIRECTING: May give message that the survivor's own judgment or competence is not trusted. This discourages survivor's ownership to change (e.g., "Don't do it that way. It's better if you...what you need to do is...").
- MAKING SUGGESTIONS: May give message that the survivor is not competent or judgment is not trusted. It can also suggest that you don't understand the depth of their problem (e.g., "Why not give me your lawyer's name, then I can contact him.
- PROVIDING SOLUTIONS: May suggest issues about survivor's own judgment or competence. The survivor may not want to hear solutions (e.g., "I've done this before, all you need to do is...").
- PERSUADE WITH LOGIC: What's logical to us may not be to the survivor (e.g., "You need to stop drinking. Studies show that alcohol damages your liver.").

The key premise is to "go to where the survivor is at" and build from there.

Objective Fourteen: Documentation

Documentation:



Why is documenting your work so important?

- You can access information quickly
- Enhance communication and services between staff
- Fluidity of service when staff are out
- Shows survivor progress
- Provides history of abuse and trauma
- History of accomplished goals provides survivor motivation
- Assist our memory
- Also, most funders require it

Methods of Documentation:

- ✓ Intake form
- ✓ Police reports
- ✓ Pictures
- ✓ Log book
- ✓ Release of information forms

Release of Information:

- ✓ Must be signed
- ✓ Must be time limited—recommended 2 weeks but never to exceed 60 days
- ✓ Must be discussed with the survivor
- ✓ Do not accept third-party releases—have the victim sign your agency release form
- ✓ If there is an oral release, document it and have the victim sign a written release within 48 hours

Objective Fifteen: The Development of a Service Plan

The Service Plan:

A service plan is written documentation of a client's goals and objectives. It is:

- An ongoing process
- Survivor driven activity that:
 - o Identifies the needs forming basis of goals and objectives along with services that will be used to obtain them
 - o Indicates timeline and identifies responsible party

When Developing a Service Plan:

- Assess what the survivor's needs might be and determine what some of the steps will be to reach those needs/ goals.
- Important reminder- when developing service plan allow the survivor to determine their own needs and goals.
- Our role is to help identify objectives, identify and explore possible plans/steps to reach the goals, and identify and connect survivor with resources.

Exercise: [1:00:00]

Read all of the following case studies. Then using one of the case studies and the sample service plan, develop goals, objectives and a service plan for your chosen case study.

Domestic Violence Case Plan

Name:		Date:		
		Review Date:		
Goals	Objective to Achieve Goals	Responsible Party	Begin & End Dates	Outcomes With Date

Denise

Denise is a 27 year old Caucasian women who has been in a relationship with Peter, a 35 year old Caucasian man for almost four years. They have a 2 year old daughter Kaley, who lives with them at the Crestview Apartments. They have a black Labrador retriever dog named Pepper. Peter works as a service manager at the Shelborne Chevrolet dealership while Denise stays home to care for Kaley.

Denise called on the hotline and reported the following:

The first few weeks that I was with Peter were wonderful. He was affectionate, considerate, fun to be with and a great boost to my self-esteem. But as soon as I moved in with him, one year later, the violence began. I was frightened and shocked but he was always so sorry for what he had done and promised never to hurt her again. Each time, I believed it would be the last time.

Peter became very jealous and possessive. He kept accusing me of having an affair but I just thought he was feeling insecure. I felt sorry for him. I believed I could change him. Then he turned against my family and friends and tried not to let me see them. I broke up with him more than once but he was always so sorry for what he'd done that I took him back.

Peter was cunning. No matter how hard he hit me, he was always careful never to mark my face. I was terrified. I thought his attacks must somehow be my fault. I found myself asking 'What have I done to deserve this? Why am I making him so mad that he has to treat me this way?' I couldn't bring myself to tell anyone what was happening. I was embarrassed and couldn't help thinking it was my fault. My family finally realized what was happening and wanted me to call the police but I was afraid because he said my life would be worse if I called them.

Then one day, Peter, Kaley and I were eating dinner and he started complaining about the food. Then out of nowhere, he threw the food on the floor and stabbed me in the face with a fork. I started screaming and tried to back away but he just kept stabbing me with it. I tried to run away but he followed me and picked up a glass and chucked it at me. I was bleeding and in agony with a shard of glass stuck in my side but Peter just picked up his keys and walked out.

I called an ambulance that took me to the hospital where they stitched me up. I think someone at the hospital called the police. They took my statement and said they were going to arrest him but it hasn't happened yet. The social worker here at the hospital called you and recommended that I speak with someone.

Melissa

Melissa is a 31 year old African American women who has been married to Tyler, a 30 year old African American man for six years. They have no children and no pets. They own a home that they purchased in 2013. Melissa works as a massage therapist for Dr. Victor (chiropractor) and Tyler works at the Hartford Insurance Group as a computer programmer.

Melissa called on the hotline and reported the following:

Tyler and I have been married for six years. He beat me up for four of them. He didn't touch me to start with, but he used to call me a stupid and much worse. He made me feel useless, like I couldn't do anything on my own. It was worst when we were with friends – it was like he enjoyed making me feel small in front of them.

He didn't hit me all the time and that's why it was so hard to work out what was going on. I talked myself into believing it wasn't a serious problem and that no relationship was perfect. The first time he ever slapped me we'd been out to a bar. We'd had a really good night because lots of our friends were there too. But when we got back home he said I'd been flirting with his best friend, Darren. I couldn't believe it. I didn't even like Darren – it was him that I was in love with. Tyler looked at me with this coldness in his eyes that I had never seen before and said really quietly, "You whore." Then he slapped me.

After that it got worse but I stuck with him because every time he kicked or punched me he said he was sorry. And he always told me how much he loved me. When I got pregnant, it was ten times worse. In the end he kicked me so badly that I lost the baby.

My doctor asked me what happened and I told him that I fell down the stairs. When I was at my doctor's office, I saw a poster in the bathroom with your number. I thought I would call to see if you could help me.

Cristina

Cristina is a 45 year old Latina woman who migrated from the United States from Columbia when she was 19 years old. She grew up in a stable family with loving parents and now that they have gotten older, she spends time caring for them. She is married to Orlando, a 48 year old Latina man, who grew up in New York City. They have one daughter, Daniela who is now 24 and living on her own. They also have a 21 year old son, Orlando II who is attending college out of state.

Christina calls the hotline and reports the following:

I was 21 when she met and fell in love with Orlando. We married quickly and I became pregnant, giving birth to a baby girl, Daniela. Orlando had always been very attentive but following the arrival of the baby, he became possessive and controlling. He refused to let me visit my parents and took away any money they sent me. When I got pregnant again, he verbally abused me, refusing to believe the child was his and accusing me of being a useless mother. When he hit me for the first time, I felt shocked and ashamed, but Orlando promised it would never happen again.

I have endured 24 years of abuse and am also subjected to outbursts of extreme violence. When the children went to college, I felt more isolated than ever, living in a rural area with no friends and no one to turn to. I tried to keep busy and found a weekend job as a volunteer for the local food bank.

On one occasion, Orlando grabbed me and tried to push me out of an upstairs window. When I tried to get away he kicked me down the stairs. Another night I woke as Daniel poured alcohol all over me. I laid petrified while he stood over me throwing matches at my soaking body. Each match he threw went out as it fell. He only stopped when our son saw him and our daughter called the police.

When the police arrived, they took a statement from me, Daniela and Orlando II. Our statements led the police to arrest Orlando. They also conducted a lethality screen and determined that I was in high danger. The police called the hotline and encouraged me to speak with a counselor but I was too ashamed. My daughter pleaded with me to talk, so here I am.

Angela

Angela is a 25 year old African American women who has been in a one year relationship with Vanessa, a 34 year old African American woman. They are not married but their wedding is set to take place in three months. They have no children. Vanessa manages a salon and Angela works there.

Angela sees a poster in the salon and decides to call the hotline. She reports:

I quite liked Vanessa taking an interest in me at first –she's nine years older than me and I liked the fact she cared how I looked and dressed. We would spend hours looking at photos of hair styles and clothing because it was important to her how I presented myself. I thought she was genuinely interested in me but I later found out that she just wanted to have a trendy salon.

I worked for Vanessa for about two years before we started dating. All the time I was working, I could feel her eyes on me. I didn't know she went my way until one day, we were in the back room and she came up from behind me and kissed my neck.

The first year was pretty good but then every time someone would give me a compliment, she would just stare at me with hateful eyes. In the beginning she used to come with me to the shops and pick things out but lately all she says is "that skirt's too short, you look like a slut", or "Who are you trying to impress?"

In the salon we have posters and brochures about domestic violence and so it seems like she is really supportive but I know better. Now I just don't know what to do. It seems like she is getting worse. I know things are slow at the salon but she doesn't need to take it out on me. Last week, I was on the phone putting in our supply order and she came by and hung up the phone on me. She pushed me and said- "hey stupid why are you ordering supplies?" We don't have the money to pay for them. I am starting to get afraid of her anger.

Like I said, I don't know what to do. I love her and we're supposed to be getting married but this just doesn't seem right.

Svetlana

Svetlana is a 26 year old Caucasian woman who speaks broken English with a Slavic accent. She is married to Steven and has been married for the past six years. He went over to the Ukraine to meet her and bring her to the US to marry her and provide a better life.

She calls the hotline and reports:

We spent hours in bed when we first met. We were young and the sex was great and it was pretty much all we wanted to do. But life changes for everyone and yes, spending the day in bed when you're 20 is a good idea, but then life comes along, you start thinking about maybe wanting a family and your priorities change.

Even later I think we had more sex than other couples but it was never enough for him. He would always want sex and he even tried to force me to have a threesome with another woman but I refused. He was pretty angry, he looked at me like he hated me so I did it just to make him happy.

He started to seem really distant and he was out of the house a lot. When he can home, I could tell he had been drinking. He wanted to have sex and even though I didn't want to have sex with a drunk man, I'd do it just to get the man who loved me back again.

He just didn't get it. He said I was making excuses that if I didn't want to have sex with him it was because I didn't love him, even that I was having an affair with someone else. He said that if I was going to have sex with other men, he should get paid for it. It got worse and worse and I'd dread him coming home because I knew it would start all over again as soon as he walked through the door. He said that started talking more and more about making money by me having sex with other men but I told him I only wanted him. He started inviting strange men over to the house and they would force me to have sex with them. Then when they were done, I would see them give Steven money.

Eventually he started bringing other women to the house. He would take us down to the local club and force us have sex with strange men and sometimes women too. Whenever I protested he would just beat me. This has been going on for about three years now. A friend of mine have been trying to help me, so she gave me your number.

Lorena

Lorena is a 32 year old Latina woman who has been married for six years to her husband Benjamin, a 35 year old Caucasian man. Lorena works as a certified nurse's aide at the Longview Health and Rehabilitation Center and Benjamin manages a local convenience store. They have a five year daughter, Emily together and Lorena has a nine year old son, Alfredo from a previous relationship.

Lorena calls the hotline. She sounds drunk and reports the following:

My husband controls and harasses me, telling me what clothes to wear, how to style my hair and when to be home. He also picks on Alfredo all the time calling him stupid and lazy. He has hit Alfredo a few times but nothing serious. Because I was "too proud" to tell anyone about the terror in which I live, I have endured years of beatings and sleepless nights when Benjie would yell at me for hours at a time, hitting me when I dozed off. I frequently go to work bruised and exhausted, unable to perform my work duties without messing up. I couldn't believe that anyone didn't notice and say something to me. I always need to spend money repairing my car, which Benjie damaged in many ways, including secretly putting sugar in the gas tank.

Then one day, my supervisor gently expressed her concern about the mistakes I was making. I felt safe so I told her that my husband had beaten me and I showed her my blackened eye that had become infected from a recent beating. She said that one of her other employees volunteered for a domestic violence shelter and she urged me to reveal my secret and call the crisis line. I am really afraid that if he even suspects I am talking to anyone about this, he will kill me.

Teresa

Teresa is 17 year old Laotian teenager. She lives with her parents, Suri and Lae. She is a junior at the Maltovano Academy for Arts and Sciences. Thomas is a 20 year old Caucasian who works at McDonalds.

Teresa gets on the phone and reports:

I was 16 when I met Thomas. I met him on the Internet. I just turned 16 and I know that my mom would not approve of her me to boys that were over 18 in person, but online was different. Thomas said such sweet things. I met him offline two weeks later, and he looked normal enough, with big brown eyes and a kind, welcoming smile. We dated for three months before he told me he loved me. I knew that I was in love with him too because it felt so right. I was so happy, and even though my parents had a bad feeling about him, they didn't know him as well as I did. I was the one that he loved.

Then one day for no reason, he hit me. He punched me with closed fists in my face, stomach, and one day even gave me a black eye. He told me I was ugly, stupid, fat, and that he is the only one that is stupid enough to care about me. After he hit her, he would kiss me on the forehead and apologize, and I would forgive him. I didn't drive, so the hour journey to see him by bus was embarrassing because the other passengers watched me cry as tears and blood rolled down my cheeks.

He finally got a car and he came by to pick me up in a place where my parents would not find out. He started to get closer and closer and I told him no. I told him to stop and to get off me but he held me down and raped me. He told me to shut up and as I screamed, he told me that I wanted it. After he was done, he threw me out of the car and left me there. I must have passed out because the next thing I knew, the police arrived and took me to the hospital. Someone there called the hotline for me.

Jenny

Jenny is a 15 year old Caucasian girl who lives with her parents and has been having a difficult time at home. Her dad has a short temper and gets angry often and sometimes he just flips out. Jenny doesn't like this violence but she can't remember a time when things were different at home. Jenny is currently in a five month relationship with Andrew, a 16 year old boy who attends the same school and plays on the football team

The police call the hotline and Jenny reports:

About 5 months I met Andrew and we have been dating ever since. Andrew started off by being an ideal boyfriend. He was always in a good mood and pleased to see me. We spent as much time together as possible usually at school, on weekends and some evenings after school. Andrew has a lot of friends at school and lots of girls want to be with him because he is hot.

After a couple of months of dating, Andrew started making negative comments when I talked to other boys at school even though the conversations were innocent. Andrew also became moody if I wanted to see my girlfriends after school so I stopped meeting up with them. Andrew began texting me more than 20 times a day even though we were at the same school. During the evenings if we were not together, he would text me every 10 to 15 minutes asking me what I was doing, who I had been talking to and what they were saying. I thought he must really love me because he seemed so jealous of everyone in my life.

One Saturday morning I forgot my phone at home when going shopping with my mom. When I got home, there were more than 50 missed phone calls and infinite texts from Andrew. I immediately called him apologizing for having forgotten my phone but he was furious at me. I told Andrew that I will make it up to him and rushed over to his place. When I got there, he slapped me and said this isn't anything like you hurt me. We had sex and he seemed to calm down.

Three weeks ago, I told Andrew that I am 2 months pregnant. He started shouting at me and asking whose baby it was, then used his belt to beat me up. I ran away from Andrew and went back home. I broke down in tears and told my mom about what had happen. Then my dad came home after having had a few drinks. He asked what was going on and my mom told him I was pregnant. My dad started shouting at me, calling me a whore. Then he started beating my mom and me. I ran away from home and after walking the streets for a couple of hours went back to Andrew. We got in a big fight and one of Andrew's neighbors reported us to police for domestic violence. Andrew got arrested and now I don't know what to do.

Δna

Ana is a 36 year old Latina woman who is in an eight year relationship with her boyfriend Marcus, a 28 year old African American man. They live together, have no children and a dog, Roxie. Both Mark and Anna have substance abuse issues and Marcus provides Ana with both drugs and alcohol

At the suggestion of a friend, Ana calls the hotline and reports:

I met Marcus at a party when I was 28. He struck me as fun, passionate and confident, and he was always incredibly charming. Initially we became friends and it was about a year later that things developed romantically. From the beginning, Marcus was controlling and I don't why I didn't see it. We also had a lot of fun together in the first few months, going out to see friends and really partying. At times, he was loving, passionate and sweet, and then would turn on me, belittling and insulting her. Marcus began to make Ana feel as if everything she did was wrong, that she would never amount to anything, and that no one else would love her if she decided to end their relationship. But then he would apologize and take me out for a nice dinner and drinks.

When he was drunk or high, Marcus started to smash and throw things – he said to avoid hitting me. He'd often throw things around that were in reach to frighten her. I struggled to keep my friends around her, as they disliked Marcus and I was rarely allowed to see them. I felt totally isolated and lost a great deal of confidence so I would drink every once in a while. Marcus assured me that the abuse was my fault, and I believed him.

After two years of constant abuse, I decided to end my relationship with Mark and for two years they lived separate lives. During their time apart, Marcus was in touch every now and then and we would get high just for the fun of it. After a while we got back together and it felt like old timeshe was charming and very attentive. Then after three months, Marcus became physically abusive. He bit me, leaving a large mark on my arm. During arguments, he would push and shove me and threaten to kill me. He even became abusive towards my friends, punching one of my male friends in the face because he had smiled at me in a bar to say hello.

One night he came home- he was very agitated and angry and started a fight while we were eating. He crushed the roast chicken I cooked with his bare hands and smeared it all over my face and hair. He picked up the largest knife in the kitchen and held it to my throat. He asked why shouldn't I kill you, you don't deserve to be loved, and you don't deserve to live. You are a no-one.

Goal Five: Working Understanding of Counseling

Objective One: Counseling Values

Counseling Values: Respect and Empathy

What is Respect?

• Respect is valuing another person because he/she is a human being. Respect implies that being a human being has value.

What is Empathy?

• Empathy is the process of emotionally tuning in to another person's feelings, developing a sense of what the situation means to and feels like for that individual communicating understanding and passion to that person.

How to Demonstrate Respect toward a Client:

- Preserve their dignity. It may be extremely difficult for someone to come forward to talk about their abuse
 - Do not assume. Don't assume anything about a person based on their race, income level, or gender. Ask questions if you don't understand.
- Have manners. Show up on time for your appointments. Do not interrupt their conversation. Be polite. Showing manners towards someone makes them feel valuable.
- Encourage them. Don't discourage someone's hopes and dreams, or otherwise make them feel unimportant. Genuinely encouraging someone could be very empowering and liberating.
- Go out of your way. Don't do the bare minimum. If you want to show someone that they're valuable, and that you respect them, go the extra mile without expecting a reward. Use the Step Up and Step Back approach.
- Be fair. You may not always agree with people, but listen to their side of things.
- Be attentive to what your client is saying. Face them, and make eye contact with them when they are talking. Lean into them, and nod your head to indicate you understand what they're saying.

How to Demonstrate Empathy Toward a Client:

- Create a safe and nurturing environment for the client. The area should be uncluttered and private. The advocate should be a calming presence. Give the client your full attention.
- Use encouraging behaviors. These include non-verbal cues such as open body posture and verbal cues such as "um," "I see," and "tell me more."
- Imagine yourself in their position. How would you feel, act or respond if you were in a similar circumstance.

Objective Two: Communication Skills

Five key communication skills form the foundation for effective counseling:

- 1. Active listening
- 2. Paraphrasing
- 3. Reflective listening
- 4. Open-ended and closed-ended questioning
- 5. Non-verbal communication

Exercise:

Read the following emails in progression and note how easy it is for communication to break down when relaying information from one person to another.

To: Manager From: CEO

Today at 11:00 there will be a total eclipse of the sun. This is when the sun disappears behind the moon for two minutes. As this is something that cannot be seen every day, time will be allowed for employees to view the eclipse from the parking lot. Staff should meet in the lot at 10:50, when I will deliver a short speech introducing the eclipse and giving some background information. Safety goggles will be made available at a small cost.

To: Department Head

From: Manager

Today at 10:50 all staff should meet at the car park. This will be followed by a total eclipse of the sun, which will appear for two minutes. For a small cost, this will be made safe with goggles. The CEO will deliver a short speech before to give us all some information. This is not something that can be seen every day.

To: Floor Manager

From: Department Head

The CEO will today deliver a short speech to make the sun disappear for tow minutes in the form of an eclipse. This is something that cannot be seen every day, so staff will meet in the car park at 10:00 or 11:00. This will be safe, if you pay a modest cost.

To: Supervisor

From: Floor Manager

10 or 11 staff are to go to the car park, where the CEO will eclipse the sun for two minutes. It will be safe and as usual it will cost you.

Active Listening is:

- Listening carefully to what the speaker is saying, without judgment or evaluation
- Listening to both the content of the message as well as the feelings that are being expressed
- Attempting to "stand in the other's shoes" to understand and relate to another's situation and feelings

You Can Actively Listen by:

- Being attentive
- Maintaining eye contact, if appropriate
- Taking time to listen to the full story without interrupting
- Allowing for silence- silence allows time to think
- Asking for clarification or repetition of statements to understand
- Listening without judgment
- Setting your reactions aside

Paraphrasing:

Paraphrasing is stating back, in your own words, what you understood the other person to say to make sure that you have heard and understood what the other person has said and is feeling

- Effective paraphrasing helps avoid misunderstanding.
- Paraphrasing is effective to use before moving on to another subject

Paraphrasing often begins with:

• "So what I hear you saying is..."

- "In other words..."
- "What I understand you to say is..."
- "If I hear you correctly..."
- "Let me make sure I have this correct..."

Reflective Listening:

Reflective listening is reflecting the other person's feelings back to them to make sure that you have understood what the other person is feeling, even though they may not have expressed the feelings. This skill also lets people know that they have been heard.

The difference between paraphrasing and reflective listening is that in paraphrasing you are only summarizing what the victim has said. With reflective listening, you are going beyond summarizing to identifying feelings that the person may not have identified, but their words and attitudes point to such feelings.

Steps of Reflective Listening:

- Listen Carefully
- Make a mental note of key points
- Notice how you are feeling
- Ask yourself how you would feel if you were in that situation as you listen to them share their experience
- Reflect back to the client.

Reflective Listening often begins with:

- "That must make you feel..."
- "It sounds like you were really feeling..."
- "I can see why you're feeling..."

Practice Pointers:

- Reflective listening is reflecting the other person's feelings back to them to make sure that you have understood what the other person is feeling even though they may not have expressed the feelings.
- ♣ This skill also lets people know that they have been heard.
- The difference between paraphrasing and reflective listening is that with paraphrasing, you are only summarizing what the victim has said. With reflective listening, you are going beyond summarizing to identifying feelings that the person may not have identified, but their words and attitudes point to such feelings.

Questions:

There are times when closed ended questions are necessary, but try to ask open-ended questions as much as possible to keep the conversation rolling.

Open Ended: Questions that cannot be answered yes or no and/or involve discussion

- Tell me a little bit more about...
- Can you please describe for me...
- Can you explain...
- How do you feel about...
- What kind of information do you need to...

Closed Ended: Questions that can be answered yes or no and do not provide opportunities for discussion

- Did you experience...
- Are you ready to...
- Has this ever happened...

Non-Verbal Communication:

- ✓ Facial Expressions
- ✓ Eye Contact
- ✓ Pointing
- ✓ Gestures
- ✓ Body Language

60% of our communication is non-verbal!

Practice Pointer:

♣ If a client's body language does not match their words, it is important to clarify what they are trying to tell you.

Cultural variations can also affect the way people communicate.

Objective Three: Barriers to Effective Counseling and Communication

Barriers to Effective Communication:

✓ Physical barriers

- **✓** Language
- ✓ Cultural Bias: categorizing and stereotyping

Physical Barriers

- Where are you positioned when talking with a client?
- Sit either next to or across from your client with no physical barriers such as a desk or computer. This creates a power imbalance and a physical barrier.

Language

Video: "Language Access: A Survivor's Voice" [7:00]

Double click on the black box to play.

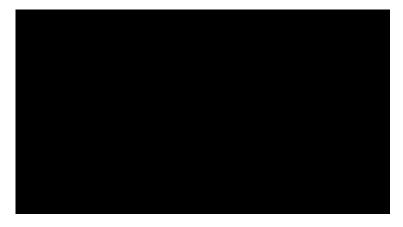


How do you communicate with someone when you don't speak their language?

- Language Line interpreters listen to your client, analyze their message and accurately convey its original meaning to you.

Video: watch the next video on "Language Access: A Survivor's Voice" [7:00]

Double click on the black box to play.



Cultural Bias

<u>Categorizing:</u> The process by which we classify items, objects, or concepts, placing them together in groupings on the basis of their similarities with each other.

<u>Stereotyping:</u> Assigning a set of attributes ascribed to a group and imputed to its individual members simply because they belong to that group. There are two types of stereotyping:

- 1. Descriptive: How most people in the group supposedly behave, what they allegedly prefer, and where their competence supposedly lies.
- 2. Prescriptive: How certain groups should think, feel, and behave.

How to Avoid Stereotyping:

- ✓ A personal awareness of stereotypes
- ✓ A motivation to avoid reliance upon them
- ✓ An intentional thought process

If you practice client-defined advocacy, you will avoid the pitfalls of stereotyping your clients.

Objective Four: Safety Planning-Client Defined Advocacy

Safety Planning:

Safety Planning-Client Defined Advocacy is an approach to counseling and advocacy that builds a partnership between advocates and victims of domestic violence.

It works to improve service delivery to victims and emphasizes placing attention on victims' assessments of their risks and decision-making abilities.

Safety planning-client defined advocacy is based on the premise that victims have the opportunity to define the direction of their lives, given the right advocacy and resources.

This means that counseling and advocacy starts from the victim's perspective then adds the advocates' knowledge to create a framework to enhance their safety.

Safety Plans:

- Seek to reduce/eliminate the range of batterer generated risks
- May include strategies for staying in the relationship
- Includes consideration for life-generated risks
- Have short term and long term timeframes
- Will change as a victim/survivor's situation changes

Safety Planning is a tool to:

- Help victim to identify options
- Evaluate those options
- Come up with a plan to reduce her risk when faced with the threat of harm or actual harm

When safety planning, help victim use what they already know:

- If they have been abused by an intimate partner, they probably know more about safety planning and risk assessment than they might think
- Anytime they do or say something as a way to protect themselves and/or their children they are safety planning

Help victim build on the strategies he/she has already identified:

- Appreciate that you cannot make plans for the victim
- Offer comfort and support
- Help victim understand the importance of safety planning
- Know your local resources
- Give accurate information

Remember, this is the victim's plan not your plan for him/her- you are going to return to your personal life at the end of the day.

Practice Pointer:

♣ You will have a print copy of a safety plan to work from with the client.

When safety planning, remember:

- There is no right or wrong way to develop a safety plan.
- Use what applies.
- Help to change it, add to it to reflect their particular situation.
- Help a victim to make it their own, then review it with them regularly and make changes as needed.

Three types of safety plans:

- 1. Immediate: Creating safety right this very minute
- 2. Short term: Safety for staying in the relationship
- 3. Long term: Safety for leaving the relationship

Immediate Safety Planning:

- Who can they call?
 - 911 / local police
 - DV Program
- Where can they go to be safe?
- Should they get an order of protection?
- What does she need to do to protect the children?
- Other things needed to be safe

Short-Term Safety Planning: Being Ready for a Crisis:

Victim may be living with, dating, or have a child with the abuser. It is safe for her/him, they might think about:

- Moving to a safe space during an argument
- Leaving the house for a short time
- Asking a friend or neighbor for help
- Calling for help
- Include children

Remember, every situation is different. Only victim can decide what is best for her/him.

Long-Term Safety Planning: Planning to Leave or Separate from the Abusive Partner

Think about:

- Where victim could stay and for how long
- How victim can get to a safe place
- Things victim might want to take with her/him
- Where victim could safely leave extra clothes
- What to do about victims pets
- Any evidence of the abuse that they might want to take with them

Remember: A victim is most at risk when attempting to leave the relationship.

If Stalking is involved, a victim/survivor may wish to:

- Inform family and friends
- Consider reporting to the police
- Keep a log of all stalking incidents

- Keep all letters, emails and voicemails received from former abusers
- Consider using an Address Confidentiality
- Program
 - Safe At Home: www.ct.gov/sots/

Things to consider bringing when leaving:

- Cash, credit cards, ATM card, and/or checkbook. (Note: check, credit, and ATM card transactions could be used to track victims if victim shares an account with partner)
- Identification and documentation for BW and victims children: Driver's license, birth certificates, social security cards, recent photos, passports, immigration papers, public assistance ID, employee or school ID
- Keys to victims house, car, office, and safe deposit box
- Medications, health insurance cards, vaccination records, glasses, hearing aids, and other medical needs.
- Important papers such as orders of protection, divorce or separation agreement, custody/visitation order, child support order, care registration, insurance papers, lease or house deed, and past tax returns
- Electronic equipment such as laptops and cell phones
- Photographs of victims injuries, threatening notes or messages, copies of police reports, medical records such as hospital discharge papers or x-rays, or a journal of the abuse
- A few things that have sentimental value or will increase comfort for victim and children.

After Leaving or Separating From Your Partner

Home Safety:

- Changing the locks on your doors and windows
- Replacing wooden doors with steel/metal doors
- Installing a security system including additional locks, window bars, poles to wedge against door, and electronic system, etc.
- Buying fire ladders to be used for escape from second floor windows
- Installing a smoke detector and putting fire extinguishers on each floor of your home

Safety with Children:

- Teach child(ren) how to use the telephone. Consider getting child(ren) cell phone to be used for emergencies
- Teach children a code word to be used to dial 911
- Tell the people who take care of children, (including their school), who has permission to pick them up and make sure they know how to recognize those people
- Give the people who take care of children copies of orders of protection, custody and other court orders, and emergency numbers
- If children use social networking websites, talk to them about being very careful with what information they post there

Safety at Work:

- Tell boss, security staff, and/or EAP about situation
- See if employer offers flexible work hours or if a transfer to another location is possible
- Ask human resources department to help victim work out the best use of your attendance and leave benefits, such as sick time, vacation, and personal time, etc.
- Give workplace security a picture of the abuser and copies of orders of protection
- If possible, asking security staff to walk victim to and from his/her car
- Know workplace security phone number in case of emergency
- Ask a co-worker to screen the victim's calls at work. Also, think about asking for a phone with caller ID and recording capabilities

Victim Self-Care:

- Think about who victim can call if they are feeling down, lonely or confused
- Find out who to contact if victim is worried about children's health and well-being
- Enhance victim's parenting skills
- Know whom the victim can call for support if they are thinking about going back to their partner and wants to talk it out with someone. (*Hotlines are not just for crisis calls*)
- Attend support groups, workshops, or classes at the local domestic violence programs or another community agency

- Reflect look at how and when victim used drugs and alcohol, and what to do if they need help
- Think about how victim can increase their income. Does the victim need more education or job skills?
- Focus on self-nurturing skills

Review the Safety Plan form on the following pages:

Domestic Violence Safety Plan

Below is a seven step safety plan. Please take the time to print this and fill it out with a friend, family member or someone in need.

Step 1. Safety during violence. I can use the following options: If I decide to leave, I will ______. I can keep a bag ready and put it ______ leave quickly. I can tell about the violence and have them call the police when violence erupts. I can teach my children to use the telephone to call 9-1-1. I will use this code word for my children, friends, or family to call for help. If I have to leave my home, I will go (Be prepared even if you think you will never have to leave.) When an argument erupts, I will move to a safer room such as ______ I can teach these strategies to my children: 9. I will use my instincts, intuition, and judgment. I will protect myself and my children until we are out of danger. Step 2. Safety when getting ready to leave. I can use the following strategies: I will leave money and an extra set of keys with I will keep important documents and keys at I will open a savings account by this date ______ increase my independence. Other things I can do to increase my independence are: ______ The domestic violence hotline is ______ The shelter's hotline is ______ I will keep change for phone calls with me at ALL times. I know that if I use a telephone credit card, that the following month the telephone bill will tell the batterer who I called after I left. I will keep this information confidential by using a prepaid phone card, using a friend's telephone card, calling collect, or using change. 8. I will check with _____ and to know who will let me stay with them or who will lend me money.

9.	I can leave extra clothes with				
10	10. I will review my safety plan every	(time frame)			
in order to plan the safest route.					
11	11. I will review the plan with	(a friend, counselor			
	or advocate.)				
12	12. I will rehearse the escape plan and practice it with	my children.			
Step	p 3. Safety At Home				
l can	n use the following safety methods:				
1.	 I can change the locks on my doors and window: 	as soon as possible.			
2.	I can replace wooden doors with steel doors.				
3.	3. I can install security systems- i.e. additional locks, window bars, poles to wedge against doors				
	electronic sensors, etc.				
4.	I can purchase rope ladders to be used for escap	I can purchase rope ladders to be used for escape routes from the second floor.			
5.	I can install smoke detectors and buy fire extingu	I can install smoke detectors and buy fire extinguishers for each floor of my home.			
6.	6. I can install an outside lighting system that lights	I can install an outside lighting system that lights up when someone approaches my home.			
7.	I will teach my children how to use the phone to n	I will teach my children how to use the phone to make collect calls to me and to			
		(friend, family, minister) if my partner tries to			
	take them.				
8.	I will tell the people who care for my children, who	have permission to pick up my children. My			
	partner is NOT allowed to. Inform the following pe	ople:			
	School	Day Care			
	Babysitter	Sunday School			
	Teacher				
	Others				
	Others				
9.	I can tell the following people that my partner no	onger lives with me and that they should call the			
	police if he is near my residence:				
	Neighbors				
	Church Leaders				
	Friends				
	Others				

Step 4. Order of Protection

The following steps will help enforce the order of protection:

1. I will always keep a certified copy of the protection order with me.

2

- I will give a certified protection order to the police departments in the areas that I visit my friends, family, where I live, and where I work.
- I will tell my employer, my church leader, my friends, my family and others that I have a protection order.
- 4. If my protection order gets destroyed, I know I can go to the courthouse and get another copy.
- If my partner violates the protection order, I will call the police and report it. I will call my lawyer, my advocate, counselor, and/ or tell the courts about the violation.
- If the police do not help, I will call my advocate or my attorney AND I will file a complaint with my local Police Department.
- I can file a complaint with the police in the jurisdiction where the violation took place. A domestic violence advocate can help me do this.

Step 5. Job and Public Safety

	-1-	Aller on	f-II	
can	ao	me	ron	lowing:

1.	I can tell my boss, security, and at work about						
	this situation.						
2.	I can ask to help screen my phone calls.						
3.	When leaving work I can do the following:						
4.	When I am driving home from work and problems arise, I can						
5.	If I use public transportation, I can						
6.	I will shop at different grocery stores and shopping malls at different hours than I did when I was						
	with my partner.						
7.	I will use a different bank and bank at different hours than I did when I was with my partner.						
8.	I can also do the following:						
Step 6. Drug and Alcohol Use.							
I can enhance my safety if I do the following:							
1.	If I am going to use, I am going to do it in a safe place with people who understand the risk of						
	violence and who are committed to my safety.						
2.	I can also						
3.	If my partner is using, I can						
4.	To protect my children, I can						

Step 7. Emotional Health

I can do the following:

3

1.	If I feel depressed and ready to return to a potentially violent situation/ partner, I can		
	and I can call		
2.	When I have to talk to my partner in person or on the phone, I can		
3.	I will use "I can" statements and I will be assertive with people.		
4.	I can tell myself "	_" when I feel people are trying to	
	control or abuse me.		
5.	I can call the following people and/ or places for support		
6.	Things I can do to make me feel stronger are:		

Statewide Domestic Violence Hotline 888-774-2900

Spanish Hotline 844-831-9200

This personalized safety planning is adapted from the Metro Nashville Police Department's personalized safety plan.

Exercise: [30:00:00]

↓ Using the Safety Plan form on the preceding pages and the case scenario provided below, develop a completed safety plan for the client and any children.

Cristina

Cristina is a 45 year old Latina woman who migrated from the United States from Columbia when she was 19 years old. She grew up in a stable family with loving parents and now that they have gotten older, she spends time caring for them. She is married to Orlando, a 48 year old Latina man, who grew up in New York City. They have one daughter, Daniela who is now 24 and living on her own. They also have a 21 year old son, Orlando II who is attending college out of state.

Christina calls the hotline and reports the following:

I was 21 when she met and fell in love with Orlando. We married quickly and I became pregnant, giving birth to a baby girl, Daniela. Orlando had always been very attentive but following the arrival of the baby, he became possessive and controlling. He refused to let me visit my parents and took away any money they sent me. When I got pregnant again, he verbally abused me, refusing to believe the child was his and accusing me of being a useless mother. When he hit me for the first time, I felt shocked and ashamed, but Orlando promised it would never happen again.

I have endured 24 years of abuse and am also subjected to outbursts of extreme violence. When the children went to college, I felt more isolated than ever, living in a rural area with no friends and no one to turn to. I tried to keep busy and found a weekend job as a volunteer for the local food bank.

On one occasion, Orlando grabbed me and tried to push me out of an upstairs window. When I tried to get away he kicked me down the stairs. Another night I woke as Daniel poured alcohol all over me. I laid petrified while he stood over me throwing matches at my soaking body. Each match he threw went out as it fell. He only stopped when our son saw him and our daughter called the police.

When the police arrived, they took a statement from me, Daniela and Orlando II. Our statements led the police to arrest Orlando. They also conducted a lethality screen and determined that I was in high danger. The police called the hotline and encouraged me to speak with a counselor but I was too ashamed. My daughter pleaded with me to talk, so here I am.