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WISE SUPPORT AND ADVOCACY

The action of advocacy is working with people who have less power to change what those in power do. Advocacy means acting to change things."

-The Advocacy Learning Center, Praxis and Manavi"

You are not alone. Our advocates are here to listen and support you every hour, every day. We can answer your questions, help you find resources, navigate systems, and connect you to healthcare, legal and other vital services. We will never tell you what to do. You are the expert in your life. All WISE support is confidential and free.

24-hour crisis line: 866-348-WISE

Our 24-hour, toll-free crisis line is available to anyone affected by domestic and sexual violence and stalking. We have more than 30 trained advocates that are available every hour, every day. You do not have to be in a crisis to call.

Safety planning

There are ways to increase your safety while you are in an abusive relationship and when you are leaving one. Our advocates can work with you to develop an appropriate safety plan.

Survivor groups, workshops

We provide a variety of opportunities for you to gather and find community with other survivors:

- Art Group
- Writing Group
- Youth Group

Safe home, emergency shelter & transitional housing

Access to safe and confidential housing with support from our advocates provides the opportunity to explore options and resources that makes sense to you.

Healthcare advocacy and forensic interview support

Our advocates respond 24 hours a day to Dartmouth-Hitchcock Medical Center, Alice Peck Day, Mount Ascutney Hospital and the White River Junction VA Medical Center to support victims of domestic and sexual violence and stalking. You or your healthcare provider can call the crisis line to get on-site support from an advocate.

Court & legal advocacy

Advocates can help navigate the legal system and accompany you to your court hearings related to domestic or sexual violence victimization. We respond 24 hours a day to police departments and can meet you at the courthouse to help you make reports or file restraining orders.

Social service advocacy

The impacts of domestic and sexual violence often connect with many other parts of your life. We can support you as you interact with different agencies including The Child Advocacy Center, The Division for Children, Youth and Families, and Economic Services.

Financial advocacy

Financial insecurity compromises the safety of victims and survivors and can be a barrier for leaving abusive relationships. We can work with you regarding your finances and unique financial considerations.

Family violence prevention specialist (FVPS) program

Domestic violence abusers often use children in their tactics of exerting power and control over their victims. Our FVPS is a WISE advocate that provides confidential support and advocacy when working with the Division for Children Youth and Families (DCYF).

Support for college students

There are additional resources and federal protections for survivors in school, as well as smaller degrees of separation and different levels of privacy. We can support you to navigate the unique dynamics both on and off-campus. In 2015, we entered into a unique collaboration with Dartmouth College which provides for a WISE advocate to be co-located on its campus in Hanover, NH.

On-going support

The effects of violence can be present in different ways, at different times in your life. It is normal to have times that are hard and you deserve support. We are here for you beyond the immediate crisis.

“Hi NAME, this is ADVOCATE from WISE.

WISE is an organization working to end GBV (or DV/SV/STK) in the Upper Valley.
All of our support and advocacy is free and confidential, and we are here to help you in whatever ways make sense for you. We will never tell you what to do.

...thanks for talking with me. It sounds like you've had a pretty hard night and that there is a lot going on? Do you want to talk to me about it?

...you can call our crisis line anytime-if you have questions about something or if you just want to talk about what's been going on, even if it's in the middle of the night.

...really glad that we had an opportunity to talk

...it sounds like it's been a really long night. You are doing an amazing job taking care of yourself/your kids/etc

....you don't deserve this. This is not your fault.
Please know that you can ALWAYS call WISE.”

Advocacy in Vermont and New Hampshire

WISE is a member program of the Vermont Network and New Hampshire Coalition Against Domestic and Sexual Violence. Programs in each state support victims and survivors of domestic and sexual violence. Each organization is unique, but all are required to provide free and confidential support including:

- Confidential advocacy
- Emergency shelter
- Medical advocacy
- 24/7 Hotlines
- Help with the legal system

Confidential Advocacy: Communication between survivors and advocates working on behalf of advocacy organizations is privileged by state law and federal funding. **Advocates may not share any identifying information about a survivor without the survivor's express written instructions.** The only exception to this is mandated reporting of child abuse or neglect.

State statutes: [New Hampshire](#) and [Vermont](#)

Confidentiality between a survivor and an advocate is the most essential thing that we can offer to every survivor and must always be protected.

- Do not share information about or identities of survivors:
 - To anyone that is not an advocate with WISE.
 - Even when no longer serving as an advocate at WISE.
 - Without explicit written instructions often called a “waiver/release”.
- Written instructions must
 - Be able to verify that it is the survivor directly asking you to share information (ie. Not someone posing as the survivor to compromise information).
 - Include what *specifically* WISE may share, with whom, for what purpose, in what timeframe.
 - Be sent to staff immediately for follow up and continuity.
- Advocates *only* have privileged status when working as assigned on behalf of WISE.
- If you think you may be mandated to report child abuse, call your back up immediately. If you think there may be an exceptional situation, call your back up immediately.
- Volunteer advocates should *never* contact anyone other than the survivor. Do not call others on behalf of a survivor. If you have questions, check with your backup.
 - Volunteer advocates cannot call 911 or law enforcement. Strategize how the survivor can contact 911 directly.
 - Volunteer advocate cannot relay information to hospital staff, police, or other systems. Ask the nurse/dr/po to come in the room or create a 3 way call so the survivor can speak for themselves.
 - If advocacy confirmation is required to access resources (211, hotel, transportation), initiate a 3-way call or in person conversation with the survivor.
- Some other options might be to:
 - Understand from the survivor what they are struggling to communicate and why. See if there are ways you can support them to access the information that they need directly.
 - Use a hypothetical example. For example if a survivor wants you to ask a question, you can call and ask hypothetically without giving any identifying information.

Breeches of confidentiality

- Put survivors at risk in ways we cannot anticipate
- Violate state law
- Violate program standards for WISE membership in the NH and VT coalitions

Social Change Advocacy

Create an experience of collaborative learning /dialogue instead of lecturing/counseling/advising

Both people are learning from each other. You have info about GBV, they have info about their life, and you come together to create change. In order to do this we have to engage in dialogue rather than counseling or advising. It is not our job to make assumptions or tell people what they should do. It is not our job to be a therapist or counselor. It is our job to be an advocate. It is our job to ask questions to understand their reality.

Create an experience of connection/partnership instead of isolation/individualizing

You can encourage and explore relationships with social networks, family, and community. If nothing else, you should be connecting with them human to human. Violence thrives in isolation. When victims are isolated, they think they are alone in their experiences. You can tell them about groups and opportunities for connection at WISE. Do not confuse empowerment with “pick yourself up by your bootstraps.” What if you don’t have boots? What if your boots don’t fit? The notion of empowerment and independence gets used to blame victims, and doesn’t consider the social systems in place functioning to keep victims down. None of us are successful on our own. We all have family, or friends, or colleagues, or professionals, who provide us with the structure and support we need to live our lives.

Create an experience that is personalized instead of generalized

Place the survivor’s reality and needs at the center of your advocacy, and not those of institutions. Systems were not designed to meet the needs of survivors, so it’s your job to help make the puzzle pieces fit. Remember that survivors are not data points that come with textbook prescriptions of what to do next. You have to listen to them to learn.

Create an experience that is transformational instead of transactional

We want to create an experience that is liberating. Where the person who is most impacted is the one who is driving the process. A transactional relationship is giving people things or resources, without any connection or conversation.

Create an experience for the whole person instead of a victim of violence

Recognize the intersection and complexity of their life, rather than a single aspect or event. When we know who they are and what is important to them, we can do a better job brainstorming with them how to get their needs met. What feels risky for them? Have they interacted with PD before? Have they experienced violence before? It’s important to keep in mind all of the things that make this person who they are. Violence is one thing that happened to them, not the defining thing.

Create an experience where we are looking at the context instead of an isolated event

Gender-based violence is a social problem and not a result of “bad individuals”. We live in a society that supports GBV, which creates significant barriers for victims. This culture also tells victims that the violence is their fault, that they should feel shame, that no one will believe them, and that they deserve what has happened to them. You can counteract those messages. You can acknowledge the injustice of being a victim of GBV. You can point out the ways our cultural norms encourage violence.

Safety Planning

Safety planning involves analyzing risks and thinking about how to increase safety and autonomy. Abusive partners are skilled at both creating risks to prevent their partner from leaving the relationship, as well as exploiting pre-existing risks and needs (like housing, childcare, or addiction). Survivors are often incredible at navigating around incredible hurdles to get what they need, and advocacy can enhance this strength by contributing our training and access to organizational relationships and material resources.

Safety planning is an informal process and can be part of any interaction with a survivor. In order to be as helpful as possible, start by learning about what the survivor already knows about their safety. Understand and analyze the situation *first*, so that you don't waste time going over what the survivor already knows will not be useful or appropriate.

- What are the person's concerns?
- What strategies, people, and/or places can the person identify as helpful?

Think broadly about safety beyond just mitigating the risk of physical harm. Individuals are most safe when they have what they need to make autonomous decisions for their own life and circumstances. Individuals are less safe when they are limited to choosing the best of bad options. Advocacy can be a helpful collaboration to expand the possibilities available for the survivor to access what they truly need.

The role of an advocate is to provide space for thinking, to empathize, to explore, and to support the safety planning process. It is a collaboration, not a transaction. Advocates should work to understand:

- Who are the safe people in their life?
- What personal and public resources have been supportive?
- How do they think their abuser will react to a particular option?
- What have they tried in the past? How did it work? Would they try it again? If not, why not? Might they get a different response with the support of an advocate?

Survivors are not in control of many factors impacting their safety. There are often not easy solutions to the many barriers, needs, and vulnerabilities that survivors are working hard to overcome. This is not fair, or just, and it can be a profoundly frustrating system through which survivors are forced to participate in order to meet basic needs. Sometimes it can be helpful to acknowledge this.

Safety plans may address:

- The immediate aftermath of an assault or rape
- The long term impacts of violence
- Safety with substance use, self-harm, disassociation, and other survival strategies
- Ongoing stalking
- Shared parenting, child safety
- Reporting to police, APS, DCYF/DCF
- Filing for a protection order, if an order is granted, denied, or expires
- Navigating agencies and social services
- Living with an abuser
- Planning to leave an abuser
- Leaving an abuser
- Ongoing relationship or contact with an abuser
- When a perpetrator is being prosecuted or is incarcerated
- When there is high risk of lethality
- Calling the police, reporting crimes, navigating an investigation or prosecution
- Sharing information with family, friends, communities or officials.
- Getting into a new relationship
- Navigating flashbacks, triggers, and trauma responses
- Exerting independence
- Getting treatment or support for substance abuse, health care, or personal development

Suggestions for increasing safety during the relationship

- Who are people in your life that you can tell about the abuse?
 - Friends, family members, co-workers, doctors, social workers, neighbors, police officers, advocates
 - You might be able to establish a safe word with these people that will tell them you need them to take action without alerting the abuser that help is on the way.
- How do you want those people to be supportive to you?
 - Listen to you, keep important documents safe, hold onto money, call the police, watch your children
- How can you keep record/evidence of the abuse?
 - Take pictures of injuries or property damages, call the police, keep a log of events
- How can you have personal money separate from the abuser?
 - Get your own bank account or credit card, secretly save money
- How can you keep your prescriptions safe from your abuser?
 - If you are concerned about your abuser damaging or withholding your birth control you can talk with your medical provider about the best method for you; have a small amount saved if you have to flee
- Where can you hide money, an extra car key and copies of important documents from the abuser?
 - Somewhere in your house, a friend or family member's house, at work, in your car
- Consider having an email that you don't access from home. You may be able to store electronic copies of important documentation that you can access from anywhere. Using a non-personal computer will reduce the likelihood that he could be tracking your history or keystrokes and access passwords.
- You may want a separate phone/number where people can leave messages or call without the abuser having access. Google voice can be a way to do this through a computer (so you won't have to hide a phone).
- Is there clothing or accessories that could be dangerous that you might want to avoid
 - IE: scarfs or long necklaces that could be used for strangulation
- Identify safe areas of the house that you can go to that are easy to exit and have no weapons
- Come up with several believable reasons for you to leave the house
- Where are safe places that you can go to if you needed to leave your home for short or long period of time?
 - A friend or family member's house, work, a park, public business, shopping center, bookstore, etc. The police station, shelter, hotel or motel
- Consider seeking medical treatment for injuries caused by the abuse and have injuries documented by a medical professional

With Children

- Establish a "safe word" with your kids, that signals to them that they should leave or call for help
- Talk with your children about how they can stay safe and where they can go when they feel afraid
- Help your kids think of adults that they can call or go to when they have questions or are scared
- Encourage your kids to identify emotions and build skills to get their needs met in safe ways
- Talk with your children's school or care providers and determine a safety plan
- Tell your children that violence and abuse are never OK and that it isn't their fault OR yours

Suggestions for increasing safety when planning to leave

- Leaving is often a critically dangerous time for a victim of domestic violence. It is ok to take threats seriously and plan for your safety.
- Try to bring, money, identification, birth certificates (yours and children's) clothing, lease, house deed, insurance papers, house and car keys, medications, jewelry/sellable objects, address book/important contacts, school records, immunization records, last year's tax return, comfort items
- If you have pets and do not want to leave them with the abuser, consider making arrangements with a friend or animal shelter
- Anticipate how your abuser will react to you leaving.
 - If you have children, will he call the police and accuse you of kidnapping?
 - Women who are victims of domestic violence have a much higher rate of being arrested as a result of the abuser calling police – might he accuse you of a crime?
 - Do you have shared bank accounts or credit cards that he may empty/max out?
- You can call WISE or another domestic violence agency and work with an advocate to plan a safe escape

Suggestions for increasing safety when the relationship is over

- Change locks, install a security system, smoke detectors and outside lighting system
- Get a new phone number or a separate cell phone that your abuser won't find out about
- Change privacy settings on social networking sites so that your abuser cannot find you (even with privacy settings if you have "friends" in common some of your information may still be available to the abuser)
- Inform those who you work with to screen your calls and make sure that your abuser cannot get through to you
- Avoid certain areas that your abuser may look for you; banks, stores, restaurants, gyms, etc.
- If you obtained an Order of Protection, make copies and keep a copy with you at all times. You may want to keep separate copies at work, in your car, in your bag, at home, with a friend, etc. If your abuser violates the order you can call the police immediately and keep track of every instance.
- Record any irregular occurrences, stalking behaviors, or signs of the abuser. Be aware that abusers can easily access technological devices to stalk their victims
- Change/vary your routines so that your abuser cannot track or follow you
- Plan in advance what you will do if you see your abuser in public or if he tries to contact you
- Identify people that you can reach out to when you need support

With Children

- Tell your children's school/care givers the specific people who are and are not allowed to pick them up
- If children have visitation with the abuser, talk to them about what they should do if they feel scared when with their dad; allow your kids to talk about their relationship with their parent without feeling that you'll be upset

- If children do not have visitation with the abuser, talk to them about what they should do if they see their dad or if their dad tries to contact them
- Remind children that even though the behavior that their (abusive) parent is using is never ok, it IS ok for the child to still love them or want a relationship with them. Help them connect with adults that they can talk to when they're confused.

Empowerment Model

The individual is not the cause of his or her problem. With information and support, the individual can make the best decisions for generating a solution.

Empowerment is a multi-dimensional, social process of increasing the capacity of individuals or groups to make choices and to transform those choices into desired actions and outcomes. This process creates the power to use these choices in his or her own life, community and society, with individuals acting on issues that they define as important.

WISE works from the perspective that domestic and sexual violence is embedded within a social and historical context of oppression, and must be addressed comprehensively through education, advocacy, and empowerment. The services offered by WISE are designed to support empowerment by providing information, tools, resources, and opportunities, based on the goals and objectives defined by each survivor. WISE recognizes that the systems victims are involved in are often confusing and perpetuate social imbalances of power. The organizational mission and services of WISE are rooted in the principles of the empowerment model.

History:

The empowerment model arose from the feminist movements of the 1970s, which understands sexual and domestic violence within a social, cultural and historical framework of inequality between the sexes. Violence perpetrated by men against women in intimate relationships is a result of this systemic power imbalance that serves to keep women subordinate. Empowerment is based on the belief that everything possible should be done to restore power to victims through validation, community and celebration of their strengths. Other interventions may consider the victim disordered, as if s/he were maladaptive or contributing to the violence being perpetrated on them. The empowerment model instead works to identify and challenge the external conditions of their lives, to promote resilience in the face of adversity, and to make the victim the primary player in discussions and decisions about their future. This is based in a social justice mission to work with individuals around their unique situations, and simultaneously dismantle the circumstances which allow for violence to happen.

Because domestic and sexual violence often remove one's ability to exercise control over their life, the first goals of crisis intervention in the empowerment model is to validate what has happened to them and make obvious the innate power, and survival strategies they have developed to stay alive. The empowerment model recognizes that violence is never the fault of the victim, and WISE works with people to exercise the individual's power by providing them with a safe, supportive space to brainstorm, experiment, and gather information without judgment. The empowerment model aligns with the desires and expectations from Feder's meta-analysis¹. It has also been consistently validated by evaluations conducted with survivors using WISE services. Because the empowerment model directly responds to the root cause of violence being perpetrated as a social system in addition to the immediate needs and long term goals of survivors, it is the most effective model for our work.

The process of empowerment enables one to gain power, authority and influence over themselves, within institutions or society. Empowerment can be the totality of the following or similar capabilities:

- Having decision-making power
- Having access to information and resources to make decisions aligned with their personal goals and outcomes
- Having a range of options from which you can make choices (not just yes/no, either/or)
- Ability to exercise assertiveness in collective decision making
- Trusting one's ability to affect change for themselves and in the world

- Ability to build skills for improving one's personal or group power
- Active in a growth process and self-evolution that is never ending and self- initiated
- Increasing one's positive sense of self- and overcoming stigma
- Increasing one's ability to identify things that they are comfortable with and those which are violating some sense of themselves or their boundaries

¹ Women Exposed to intimate partner violence: expectations and experiences when they encounter health care professionals: a meta-analysis of qualitative studies. Feder GS, Hutson M, Ramsay J, Taket AR.

Screening for Gender-based Violence

Screening

WISE supports survivors of gender-based violence. Sometimes people call with needs that are outside the scope of our ability. These often fall into two categories: 1.) needs that are a result of experiences not directly related to gender-based violence (roommate conflict, parents being exploited by adult children); or 2.) the abuser in a relationship trying to access support for themselves and/or prevent their partner from being able to access support. If you suspect that WISE may not be the appropriate resource in a given situation, this screening tool should help you to make that assessment.

General Questions

Starting with broad questions about the relationship can elicit information about the day-to-day experience of the individual. Asking general, open ended questions will allow the caller to lead the conversation, and allow you to gather more information about the dynamics of the relationship.

Sample questions could be:

- Is your partner hurting you or making you unsafe?
- Tell me more about what's going on?
- Has this kind of thing happened before?
- What has it been like in the past when this has happened?
- How are you able to make decisions within your relationship?

In asking the above questions, we are looking for **patterns** and **context** surrounding whatever situation made the person reach out to WISE.

Understand the Context

Sometimes people might start the conversation requesting resources without context ("I need housing"). It may be unclear what the larger situation is that the person is trying to navigate (are they fleeing violence? Are they struggling to have their basic needs met?). You can ask more questions to understand how advocacy can be most useful. Often, any need (housing) will exist within a broader context of what's happening in the person's life (safety concerns, lack of transportation, need to be close to work/school/court/family). Advocates need to understand the full context of the need before moving into brainstorming potential solutions and resources, and making referrals to additional services.

With more information about the context of the situation, you may have situations where you suspect you're speaking with an abusive partner, rather than the victim. Some indications that an individual is the abusive partner may include:

- They are not afraid of their partner
- They have the ability to make decisions about their life. They are not prevented from reaching out to others or from coming and going as they please.
- They may express extreme jealousy, and focus intently on convincing you of the faults of their partner (they're a bad parent, they're equally violent, their partner is "crazy" or on drugs, or lying, etc.)
- They minimize their own use of violence

If the person is not experiencing gender-based violence, and/or is determined the abusive partner, WISE is not the appropriate resource. You may listen, or provide referrals to other more relevant resources, and end the conversation.

A relationship is abusive when one person has power and control over the other, so WISE works with the person who has less power. Advocacy is the process of working together with a survivor to give them more access to power to make their own decisions.

Identify Power and Control Dynamic

When in doubt, ask questions and look for examples of behavior from the Power and Control Wheel to
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determine if you're speaking with a person who has less power and control in their relationship.

The pattern

“Is this happening often?” or “Is this typical?”

The motivation for the behaviors: Was the person afraid for their safety? Were they trying to intimidate or control their partner?

“How did you feel?” “What happened just before that?”

If the other person has power (over them)

“How are decisions made?” “How did they react when you tried to do that?”

If they are being isolated

“What is your support system like?” or “Do you have friends and/or family around?”

If they indicate that their partner is very jealous

“How does your partner react if you do things with other people?”

If they indicate they don't have any financial control

“What happens when you try to spend money?” “Do you have any accounts that are just yours?”

If children are used as a weapon

“How are decisions made about the children?” “How do the kids behave when he's around?”

If they are taking responsibility/blaming themselves, or acknowledge fighting back

“What are fights about?” “What happened right before you hit them?”

If they are fearful

“Are you scared for your safety?” “Do you think they will hurt you?”

In thinking about whether or not the person is appropriate, it can be helpful to think of the **Context, Intent and Effect** to frame what you're hearing.

Context: Do they generally have freedom to make decisions about their lives and their children?

Intent: Is the behavior establishing/maintaining control or trying to regain control/self-defense?

Effect: Are they afraid? Isolated? Are they changing behaviors to accommodate partner?

Grounding

When we “ground”, we are refocusing our attention (bodies and minds) to the present. When we realize/feel that we are here now, we are not remembering the past scary event or worrying about the future and can feel calmer. This has the added benefits of being able to access thinking and language better.

Because “triggers” (experiences or sensory input that cause a trauma response) are our bodies trying to protect us, we do not want to override this protective part, but instead ask permission to help the person manage and possibly understand it.

Some suggestions for words to use:

- “See if that (scared, anxious...) part of you can step back a little, give you a little space”
- “If it is OK with you, see if you can feel the chair (floor...) underneath you”...”Just focus on that a bit”...”great” (if this is helping, encourage/support that process)
- “If it is OK with you, see if you can notice your breath”
- “If it is OK with you, see if you can notice stuff around you. What do you see?” “Can you find 5 colors (shapes, objects, whatever)?”

Quick list of some things to do to be in the present:

- “Ground” yourself! Take your shoes off and feel the ground.
- Look around. See you are here, now.
- Move around. Feel your body. Stretch out your arms, hands, fingers.
- Peel an orange or a lemon. Notice the smell. Take a bite. Focus on the taste.
- Pet a (friendly) cat, dog or other animal, live or stuffed. Notice how it feels.
- Spray yourself with a favorite perfume. Notice how it smells.
- Eat a favorite food. Pay attention to the taste.
- Repeat out loud or in your head "I am here, now. This is a memory."
- Call a friend.
- Take a shower.
- Take a bath.
- Go for a walk. Feel the sunshine (or rain, or snow!)
- Count nice things.
- Dig in the dirt.
- Turn the lights on.
- Play your favorite music.
- Hug a tree.
- Smell a flower.
- Touch things around you

Breathing

Breath is the only way we can shift the autonomic nervous system (i.e., you can't tell your heart to beat more slowly, but you can shift how you are breathing). So when this system is reacting to a trigger of something from the past, it can be helpful to change what the breath is doing and the rest can follow. Always get permission before jumping in and do not tell people what to do. Offer it as a suggestion.

Some ideas of language for this:

“Would you be up for trying to breathe a little differently? Maybe breathe slowly and deeply. You might try breathing into the belly, the ribs and the top of the chest. If it feels OK for you, you might explore exhaling fully so your bellybutton moves towards your spine.”

Accentuate the exhale. People say “take a breath”, but the exhale may be more important!
Practice yourself.

What you can DO

Be in the present as much as possible yourself (i.e., practice all of these things yourself)

Do not “add logs to the fire”

Explain trauma basics (not diagnosing):

- this is how our brains and bodies respond -- it is normal
- freeze response: it is adaptive, helpful when there are predators around
- attachment/defense circuitry

Listen, connect, be safe person

Help the person help themselves be in the present: ground; orient in space with their permission

Give choices

Increase sense of safety

The Eight Methods or Why Training is Not the Answer (When Trying to Change Systems' Responses to GBV)

First, a little about advocacy. In our social change advocacy, we are giving voice to, and promoting the interests of, those with less power to change what those with more power do, with the vision of ultimately ending gender-based violence. In our individual advocacy, that can mean standing with a particular survivor and changing how that person is treated by a court, school, boss, landlord or other system or person. In our systems advocacy, we are changing how the systems themselves function so they are responsive to the needs and lived experiences of survivors and are consistent with moving us in a direction of ending the violence.

From the beginning, women working in the movement to end gender-based violence understood that the violence was a tool for maintaining and reinforcing power. When they gathered enough power themselves to start to take on institutions and systems, they worked to make important advances like creating new laws to make the violence illegal and inventing restraining orders so survivors had civil processes to pursue protection that could be enforced through the criminal system. And they started to train workers within the systems because, they figured, if the workers understood the dynamics of domestic and sexual violence, they would act in ways that were supportive of survivors. It seemed clear that if the workers “got it”, they would behave essentially like advocates and the systems would change.

But things did not change in the ways the advocates were hoping they would. So they trained more. And more. Advocates were trying to train everyone that survivors came in contact with (basically everyone), but the systemic changes weren’t happening. It was clear that workers understanding the issues and dynamics of gender-based violence did not shift their workplace practices in ways that were making it better for survivors. How annoying!

One of these disappointed training-exhausted advocates was Ellen Pence, co-creator of the Power and Control wheel. She could see that there needed to be another, more effective way of moving systems’ responses other than training workers. In the 1990’s Ellen became interested in applying Dorothy Smith’s Institutional Ethnography work on how systems and culture shape people’s lives to the problem. This framework revealed that the workers within institutions are organized to do what they are doing in very specific ways and that ideological training would not change those fundamental structures. It thus made sense that changing how workers are organized to do their jobs was the key to changing the institutions themselves. The Eight Methods outline the ways workers are organized by the institutions they work within.

As you can see from the chart, there are eight identified ways that workers are organized. In parentheses, are some ways these are applicable to the criminal legal system:

1. Rules and Regulations: Laws administrative rules, court rulings, policies, and directives, etc., that direct and guide management of the institution and tell workers what they must do. (Statutes, prosecutors must show up at arraignments)
2. Administrative practices: All ways that standardize how workers do what rules and regulations require them to do – e.g., forms, reports, screening tools, routing instructions. (Prosecutors send information about trials to parties involved, they provide a document to a defendant outlining a possible plea offer)
3. Resources: Funding, materials, processes, and personnel needed to accomplish the work of the institution. (States fund positions in the prosecutors’ offices, funding may or may not meet the needs of the demands of the office)

4. Concepts and theories: Theories, assumptions, language, categories, etc., that organize workers to talk and act in certain ways. (Laws are based on previous court rulings, the Constitution, etc.)
5. Linkages: All the ways that institutions connect workers to other workers and processes, to the people who seek or are drawn into its services, and to other institutions, such as federal regulating agencies or state legislatures. (Prosecutors may encourage victims to reach out to advocates or reach out themselves to get insights on gender-based violence, law enforcement sends cases to prosecutors)
6. Mission, purpose & function: Overarching purpose of a system, a specific process within that mission. (Prosecutors enforce the laws, try to make the community safer)
7. Accountability: Person to person, practitioner to practitioner, agency to agency, agency to person, and institutions to due process. (Prosecutors are accountable to the community/state, may not feel as accountable to victims)
8. Education & training: Formal and informal ways that workers learn their jobs and are exposed to different concepts and theories and professional thinking and practice. (Prosecutors learn about the dynamics of gender-based violence from advocates, in trainings and/or meetings) (2005, Pence & Sadusky)

An important thing to remember when we think about these ways workers are organized is that it applies to all of us, whether we work as a prosecutor, as a police officer, as a child-protection services worker, as a server at a restaurant or as an advocate at WISE. As you read this, take a moment to go back to the eight methods and think how they apply to a job that you have done or a role you have. This will give you a sense of how they apply to every role.

In our social change advocacy systems change work, we look for ways to use the seven methods, not relying on training. As an example, when we implement the Lethality Assessment Protocol (LAP) with law enforcement, we are building in an Administrative Practice (filling out the form, maintaining a record of the LAP call); changing a Rule (officers must screen survivors and call the advocacy organization under certain circumstances); shifting the Mission, purpose and function of the call for law enforcement (not just to make an arrest, but to connect the survivor to resources and enhance safety); enhancing Concepts and theories (as the police officers see their role as reducing domestic violence fatalities as they also incorporate language like “I’m worried about your safety. Women in situations like yours have been killed.”); and creating Accountability of the officer to the victim as well as a means to track whether they are doing their job (did they do a screen? Is there a form in the file? Did they call the advocacy organization?). While training on LAP is part of the protocol, it is not the focus. The goal is not to change their beliefs or understanding but to shift concrete behaviors that coordinate how they do their jobs as outlined in the other seven methods.

This is only one example of how the Eight Methods can be applied. It can be confusing and overwhelming at first, but once you get the hang of it, it is a great tool!



From the [Praxis Safety and Accountability Audit Toolkit](#). Pence and Sadusky, Praxis, 2005

Now, as a volunteer advocate you are doing individual social change advocacy and you are engaging with systems. When you respond to a police department or hospital, your job is to help the victim navigate the system and get their needs met. This can be frustrating because you might come in contact with workers who “don’t get it”, but fear not, your advocacy is still going to be extremely useful to the survivor. Just having someone there with them makes a difference and there are likely to be lots of things you can do to help. Remember, your individual advocacy role is to help and support the survivor you are with so taking on the whole system at that moment will most likely not get you closer to that goal!

You can help inform WISE’s larger systems advocacy by reporting your experiences back to the organization. Did you have a particularly positive or negative experience during a go-out? Do you have questions about how that system works for survivors? Being curious about how and why systems are working in certain ways is great. Maybe you will recognize some of the Eight Methods in what seems to not be working!

WISE Language

This is a WISE guide to share some thinking about common words and phrases that come up in anti-domestic and sexual violence and stalking work and the implications of the language we choose. We believe that words have impact and that we're responsible for speaking in ways that keep us ever connected to the mission of ending gender based violence and oppression.

All of these words are really complicated and can be useful or not depending on any number of circumstances.

Avoiding language that creates an "us" and "them":

At WISE we have made a conscious decision to try to erase the created distinctions between roles. This is not consistent with treatment models which are familiar to many of our community partners, but we do not see ourselves as providing treatment and are trying to distance ourselves from being considered "social service" in favor of thinking about WISE as a force for social justice.

- Literally the majority of women in our community, and around the world, are directly victimized by gendered violence, and ALL of us are affected in many ways. We are always trying to tackle this on multiple levels: supporting individuals; working to mobilize communities and working strategically with systems to get them to respond better and partner in ending the violence, always recognizing that The Problem is not individual perpetrators but the culture that creates and supports violence and that ultimately our goals is to change that.
- When we are in our advocate roles, we are always aware that there is nothing that makes us more/less likely to be in either the support or survivor position other than timing and luck. We may have access to certain information and resources through WISE when in the advocate role, we try to share them as effectively as possible with the other person/people so she can get wherever it is that she wants to go. This involves partnering and brainstorming with our different areas of expertise. Whenever we get into the thinking that I am somehow more equipped than the other person to handle something, it is detract from their power and the very real expertise that they have in their lives that we do not have. Possibly even more importantly is how women/survivors are silenced and not believed when they try to tell what their lived experience is. When we make a distinction between the supporter and the supported, we reinforce the silencing, suggesting that if you are in one role, you can't/shouldn't be in another, as though women in certain positions have done something magical to protect themselves and that we are somehow better than the women who are more directly impacted at a particular time in their lives.
- When someone is willing to be both supported and helping support, it is a real victory. Especially because there has been so much victim blaming and shame around these issues -- if women don't feel as though it is their fault anymore, the world would be a very different place and the actual perpetrators would be shamed while the victim/survivors could be supported and celebrated.
- Advocacy is different from friendship. While we are building a relationship consciously working to reduce a power imbalance, we are not sharing our personal experiences with women who are coming to be supported. It is not a mutually supportive relationship wherein we share roles, but one wherein it is our role to facilitate a process focused on their (not our) experience.

Victim/survivor/woman/client

While most victims of generalized violence are men, most survivors of domestic and sexual violence and stalking are women. These types of violence specifically target women so that the individual acts or threats of rape and battering conspire to constrain women's ability to participate with power in the world. We recognize that these types of violence (also known as men's violence against women) are part of the oppression of women in societies where men make up the power structure and women are kept subjugated through violence and systemic inequality. This gendered framework is critical to our understanding of violence and prevention.

In addition, EVERYONE is affected by the limitations and violence that result from DV/SV/Stalking, and WISE works with men, women, and children in our programs, so using the term "women" doesn't fully describe the diversity of people who interact with WISE.

"Victim/Survivor" is another term used to describe people who come to WISE often specifically through the Crisis and Advocacy Program. This is certainly accurate as people who experience domestic/sexual violence and stalking are the victims of violence/crimes and have survived. These words are often used by individuals to describe phases in people's experiences in the aftermath of violence. To some individuals these words feel like labels that they are personally uncomfortable with or do not resonate for them, but they are used throughout the movement and are used widely at WISE.

"Client" is a word used in businesses, legal or social service/mental health circles. Some people at WISE appreciate the reminder that we work for and are accountable to survivors, not the other way around, and may be a word that the general public can use to understand some of what we do. Others in the social justice world feel like the word is too clinical and does not allow us to think fully about the human being but instead reduces them to a "case". It is a word that suggests an imbalance of power, with the "client" being somehow the beneficiary of the providers' expertise instead of working hand in hand with equal power.

"People first" language is an option as well, though may be lengthy or cumbersome and may be more applicable in some situations than others.

Case/Situation/Incident

These are words typically used to describe or ask for help regarding an event that's come up in someone's life; e.g., "I'd like to talk to you about this case I'm struggling with." "Case" is a word that again is most often used in legal, medical and mental health fields, and can feel uncomfortable for people using a social justice framework. It can seem clinical, and reductive of the human being to just their problem. It may also facilitate a mindset that the people we're working with can be "solved" and may imply advocate ownership as in "my caseload".

"Situation" may be better, because it can imply that there is a particular issue that someone would like to be able to brainstorm about. It may also allow us to be thinking about the

external causes that are influencing the predicament that we're discussing and not lose all those influences in focusing too closely on just the person that's in front of us. This may be the same for "incident" although that's a bit less common/easy to use. "Circumstances" may also be a useful alternative.

Perpetrator/offender/abuser/batterer/rapist

In general these are largely interchangeable and/or specific to the crime (batterer v rapist). These terms come predominantly from criminal legal fields (ie: someone who committed specific crimes) and some people may insist that they can only be used when one is convicted of the crime. They may also “other” people who batter or use violence in a way that may make it more difficult for communities to understand people who perpetrate as complex humans who may have more complicated relationships with survivors. Using people first language “people who offend” or “men who use violence” may help to break down a good/bad dichotomy which can lead to “he’s a good person so he couldn’t have done that bad thing.” When speaking directly with a survivor it’s best to use their own descriptor for the person(s) who hurt them while possibly pointing out the behaviors that they were using which were hurtful. This can reduce accidents of filtering other people’s stories through our own biases.

Partner/spouse/significant other/husband/boyfriend

This is another good opportunity to use reflective language when working directly with a person, or use gender non-specific general language. This is inclusive of all kinds of romantic relationships, married and other, as well as not specific to heterosexual partnerships.

Babysitting/Childcare

Childcare is a profession that needs to meet certain legal status in order to operate. WISE does not meet those requirements. Babysitting is informal and so is what can be possible at WISE by volunteers.

Sexual assault exam/evidence collection/rape kit

Popular culture and many workers in many disciplines refer to Sexual Assault Forensic Evidence Collection Kits as “rape kits”. This feels glib and reductive and does not actually describe what is happening – often when asked if someone knows what a “rape kit” is, people respond that it’s a test to see if someone is raped or not, and this is obviously not the case. It can also sound like it is a kit that helps someone know how to rape.

The term “evidence collection” refers specifically to the forensic part of a post-assault exam.

The goal of a “sexual assault exam” is to address the healthcare needs, goals and choices of the victim/survivor and to collect evidence on the person and her clothing from an assault. While survivors often do not sustain any physical injuries from a sexual assault, there are many other short and long term health implications including STI and pregnancy prevention that can be addressed.

Confidentiality/privacy/privilege

“Private” connotes that the information shared will only be shared as needed. This is a term mostly used on college campuses to identify administration that would be required to report disclosures of sexual violence but would be expected not to share information beyond a need to know basis.

“Confidential” resources are those which are not expected to report disclosures and can be expected not to share information.

“Privileged” communication is protected as confidential by the state or federal government. This requires that information is kept confidential, and protects information from being subpoenaed in court. WISE has

privileged communication with survivors, such that information by law cannot be shared, including our ability to quash subpoenas for records or testimony in court. WISE and member programs of state coalitions are the only entities with privileged communication with survivors of domestic and sexual violence and stalking. There are others – like HIPPA for health care – and relationships between attorney/client which are similar. WISE employees and volunteers must meet mandatory training requirements to be eligible for this status, and then have it only under the auspices of working on behalf of the organization. Reporting suspicions of child abuse or neglect and elder abuse falls outside of this privilege.

Systems/institutions/agency/company/organization

Systems are interacting or interdependent components whose relationships with each other make up a whole. We may talk about “systems being in place” to support the functioning of an organization which would mean that there are practices that are clear and connected to one another. “Systems advocacy” refers to working with institutions outside of WISE/the movement (law enforcement, child protective services, state agencies, legal, etc) to understand how they function and influence how they can interact with survivors and/or domestic and sexual violence in order to create better outcomes for everyone. A system may be an institution (a college, the military, a faith organization, WISE) or institutions may make up a larger system (the government, patriarchy).

“Individual advocacy” is what we do when we are interacting with a specific system on behalf of a specific victim/survivor. We acknowledge that there may sometimes be tension between working towards positive outcomes for individuals and working towards better outcomes overall.

“Agency/Company/Organization” are different words used to describe independent entities. WISE prefers to refer to ourselves as an “organization” or “local program” as opposed to agency (more commonly used to refer to governmental entities), and we aren’t technically a company but an independent non-profit.

“Crisis Centers” are what programs doing work like WISE are referred to. We believe that the work we do in the world and with individuals goes far beyond crisis, and so prefer not to use this term.

Counseling/therapy/treatment/advocacy

Counseling and therapy are often used interchangeably and generally refer to mental health services. These services are typically offered within the context of diagnosing a problem within a person and creating a plan to fix it. Most of the work that happens in these fields involves talking with a practitioner who is an “expert”, who will help the individual understand an experience in different ways, learn new ways to respond or feel better and be able to function more fully in one’s life. While the educational process for becoming a therapist and our culture as a whole supports the idea that there is something more to it, research repeatedly confirms that what is “effective” about counseling is connecting and being heard. Thus, counseling and advocacy share important aspects of their approaches and, it may be that advocacy is more effective in its approach of not telling people what to do. Medications can be prescribed by psychiatrists and some other providers and have become a very common tool of mental health care in the United States. Mindfulness and other body-mind practices are increasingly incorporated into these services, especially if the person is being seen for anxiety and/or trauma.

There is a widely-held assumption in the United States that people need therapy after experiencing violence. For some it can be helpful, but an understanding of the context of the violence is crucial to a

provider's effectiveness. Unfortunately, we are in a world that does not promote this understanding, so well-meaning providers can be victim-blaming and generally reinforce messages from the culture of violence. In addition, the deeply-ingrained idea that people who have had certain experiences need to be fixed, detracts from where the real problems are: in the culture itself. Often therapy or mental health considers protective strategies to be ill-adaptive rather than clear responses to the threat of violence that exists for women in the world. This also assumes that once someone is "fixed" they will also be safe, which negates the reality that women are at risk of experiencing violence just because they are women, that they have not necessarily left the experience of violence (and need for protective strategies) behind.

Advocacy is based on the Empowerment Model. It does not give the advocate power over the survivor, but instead recognizes the survivor as being the only person with the skills to make decisions for their life. We as advocates may be experts on the dynamics of and research about domestic and sexual violence and the people/systems that individuals may face and are able to share what we know with victims and survivors. We recognize that individuals themselves are the only ones that have all of the information regarding their life and experiences of abuse and that it would be ill-informed and potentially dangerous for us to make decisions for them. Advocates are not setting the path or guiding, but are offering assistance with navigation, resources, and support for someone while they determine their own way. We brainstorm with the survivor and may offer ideas and thoughts when we have them, but are not assuming that we know better, judging or stipulating. We recognize that individuals have the right to their own choices and lifestyle, and do not judge that people choosing to live differently than we do are wrong or not successful.

Boundaries

Traditional gender roles encourage women to be polite and accommodating, often ignoring their own sense of safety or self in order not to be labeled "crazy" or "a bitch". People who have experienced domestic or sexual violence have often been violated in ways that make (re)claiming their personal and emotional space a priority for them. Allowing/encouraging survivors to listen to themselves and be clearer with others about what they need – to "set boundaries" - can be a way to support women as they experiment with their comfort levels, stating their needs and desires, and expecting/insisting that they be recognized and respected - possibly for the first time in their lives. Other organizations and disciplines that work with survivors sometimes talk about women needing to "have better boundaries" as a way to be more protective of themselves, and to see themselves as more separate from others (as opposed to being labeled "co-dependent"). While these concerns are well-intentioned, they can also be implicitly or explicitly suggesting that if women merely said "no" assaults never would have happened. Other problematic conceptualizations of "boundaries" suggest that women can't be trusted to be amongst other people who have experienced trauma without lessons on how to have "boundaries". This reduces women's ability to gather in community with one another and is paternalistic in the concern that they won't be able to handle themselves if they are exposed to narratives of violence. The concept of "boundaries" can also be used to create separation between staff and survivors, suggesting that staff are the ones with answers and survivors come to us for help and we must keep professional boundaries instead of recognizing innate humanity and shared experiences of oppression between people. (There are limitations within the relationship between advocates and survivors which makes it a distinct experience, but this should not be considered a boundary to prevent empathy or create separation.)

Codependence

Other disciplines may talk about the relationship between victim/survivor and perpetrator as "codependent". "Codependence" is a term that comes from the substance abuse field. It is not recognized

as a diagnosis in the mental health disciplines, i.e., in the Diagnostic Statistical Manual. When applied to victimization, it insinuates that the victim is somehow complicit in the violence which dangerously leads people to think that the victim just needs to try harder to not be “codependent”. It ignores the dangerous behavior of the perpetrator and problem-solving strategies that victims use within that framework. Some of what may be termed “codependence” may also be the result of wider cultures’ conditioning/socialization of girls and women. WISE does not use this term in reference to the dynamics people’s relationships.

Help/support/healing/recovery

“Help” sometimes slips out when we talk about what we’re doing with people. Often it’s for lack of a better descriptor, but can feel patronizing - as though all they needed was a little boost up from us. Often people explain that they want to enter advocacy work or volunteer at WISE because they want to “help people,” which is wonderful and well-intentioned. The Empowerment Model reframes advocacy’s role to instead be a safe space where people are able to explore options that they feel are useful to them. “Help an individual to navigate the complexities of their own experiences in the larger context of the world.”

“Healing” can be a conundrum in our work in particular. It is used often to acknowledge the very real impact of violence on people’s ongoing lives, however it situates the problem/source of pain within the person and insinuates that the person must then get over it or “recover”. This creates violence as an event, rather than a systemic operation to maintain an imbalance of power in our society, and detracts from recognizing the cultural contexts which must change in order to end violence. It is derived from a western medical model which in and of itself deserves scrutiny.

“Healing” and “recovery” may be words that survivors use to talk about the aftermath of violence. People working with survivors may also use these terms, particularly for activities that they think might be therapeutic like art, music, writing, meditation, etc. If individuals choose these words for themselves it is perfect to define their process. When others are using them it may come across as if there’s something wrong with the person or that there’s a wound which eventually will heal and no longer be an issue. Violence may be more like a major life experience which never goes away, but can be integrated into someone’s long life history in a way that it no longer is the major defining and/or inhibiting thing for them, and they can concentrate on other parts of their life.

Trauma Informed

“Trauma and traumatic responses are NORMAL responses to ABNORMAL situations” except that violence against women is not an abnormal situation, it is happening all the time all around us. The Violence Against Women Movement were the first to identify the impacts of domestic and sexual violence as trauma which created very real physiological responses in victims. Trauma recognizes that the problem is outside of the victim – that something has happened which has triggered this evolutionary response – and also the lingering effects which shape the individual’s behaviors and perceptions of the world. “Trauma Informed” has allowed us as a movement to communicate with other institutions about the realities of survivor’s which have historically been understood as “crazy” maladaptive, or fabrications.

Now that “trauma informed” has caught on, there are some challenges to the ways that it’s been interpreted and is being used outside (and sometimes inside) of the movement. The way that trauma has been studied has been very individual/brain focused, rather than looking at the environmental causes of trauma responses. This has created a framework of trauma as a diagnostic tool of sorts within a medical

and mental health model which has reverted the conversation back away from an empowering/liberating orientation. This is then being sold back to organizations within the VAW movement as an undermined version of what we created in the first place.

Somatic Experiencing/Mind Body

Because trauma is, by definition, a reaction to a frightening situation, our survival responses are engaged. Somatic Experiencing (SE) and other body-mind modalities engage the nervous system as a means to lessen or extinguish the negative impacts of trauma.

Self-esteem

Girls and women are not valued as full and autonomous people in our society, and instead learn that they are objects for consumption by larger cultural norms. While sometimes we hear sentiments along the lines of perpetrators targeting vulnerable people, actually perpetrators are target aspects of victims that they know/sense are open to particularly damaging attacks. E.g., batterers use the insecurities that their victims have shared with them as a tool to have power over them. In other words, all of us have vulnerabilities, and we share them in our relationships. In abusive relationships or sexual assaults, these are exploited by the abuser. This can happen to anyone. While women are sometimes framed as having been in/stayed in abusive relationships because they have “low self-esteem”, actually attacking and eroding someone’s sense of self-worth is a tactic of abuse.

When people are interested in finding ways to create a power balance for girls and women, sometimes self-esteem building is suggested (almost always when self-esteem is mentioned it's in reference to girls and women). As if the problem is only that girls and women don't realize their worth, not that the entire world does not value and encourage women's contributions. While it is critical that people should be able to hold themselves in high esteem, and have inherent human worth, self-esteem is not the cause or solution to women's experiences of violence or oppression. Giving people opportunities to define, embrace, and rejoice in their own sense of self is good, and may not properly be defined by “self-esteem”. See also these two opinions:

<http://www.thenation.com/blog/169208/upside-ugly>

<http://www.theguardian.com/commentisfree/2014/feb/24/rebecca-adlington-nose-shrink>

Empowerment/liberation/cultural competence

“Empowerment” is meant to honor and acknowledge that every individual has autonomy and agency to act for themselves in the world. There is an understanding that people may not always have the resources and information that they need to make their best decisions, and that advocacy is the opportunity for us to work together to gather what one may need to get to where they want to be. This has also become a bit misused in the general culture in ways that make it seem like empowerment is something one can bestow upon another (we empower girls), for activities that make people feel good (that felt so empowering), or as a synonym for “self-esteem”.

“Liberation” is the act or process of freeing someone from another’s control; the act or fact of gaining equal rights or full social or economic opportunities for a particular group.

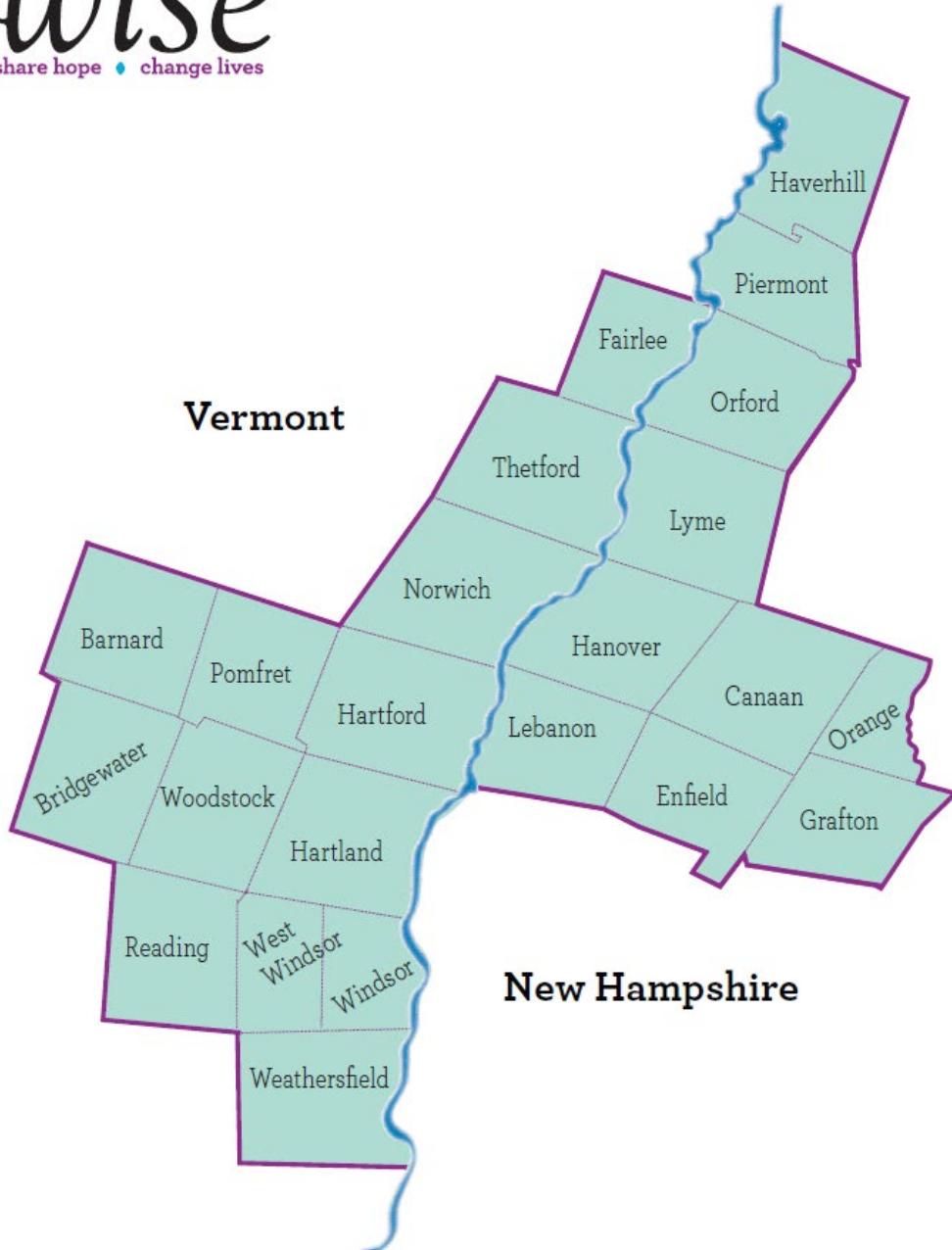
“Cultural competence” is necessary in order to relate to populations about the issues, intersections and framework that they experience in their lives. It should not be used to assume that all members of a subculture have the same experiences, or to rely on assumptions about that culture instead of talking to

the individual at hand. It is important both to reflect regularly on your position in the world and perspective it gives you, and expose yourself to populations in very different social positions with very different perspectives. There is some conversation about the requirement – that we be open to understanding, or that we actively seek out information to understand – in doing our own research and putting ourselves into opportunities to learn rather than a more passive intake.

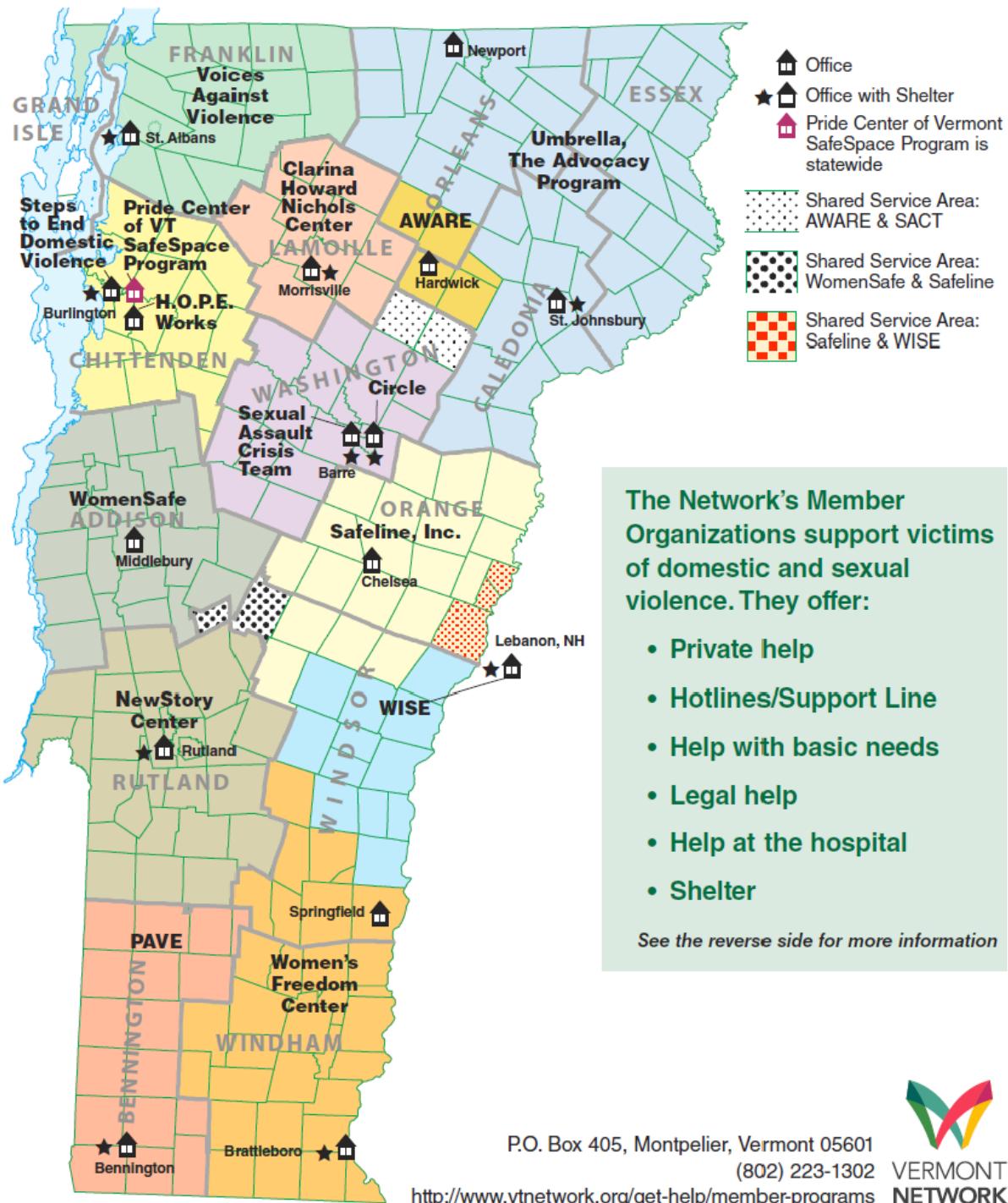
It is also why reflective language can be helpful to prevent misinterpretations, mirror language from the person we're speaking with, and ask questions rather than make assumptions.

Maybe there is an intention of WISE choosing the words that we use and do not use as an organization. Perhaps instead there's an emphasis on understanding the impacts of these words and concepts – both positive and negative – so that we can most accurately and thoughtfully articulate what we mean when we mean it.

Maps of Crisis Center Catchment Areas



Member Organizations of the Vermont Network Against Domestic and Sexual Violence



Vermont Network Member Organizations

AWARE, Inc.

*Caledonia, Wash., & Orleans Counties
(of Hardwick area)*
Hotline: 802/472.6463
Office: 802/472.6463
www.awarevt.org

Circle*

Washington County
Hotline: 1.877.543.9498
Office: 802/476.6010
www.circlevt.org

Clarina Howard Nichols Center*

Lamoille County
Hotline: 802/888.5256
Office: 802/888.2584
www.clarina.org

H.O.P.E. Works

Chittenden County
Hotline: 802/863.1236
Office: 802/864.0555
www.hopeworksvt.org

NewStory Center*

Rutland County
Hotline: 802/775.3232
Office: 802/775.3232
www.nscvt.org

PAVE*

Bennington County
Hotline: 802/442.2111
Office: 802/442.2370
www.pavebennington.org

**Pride Center of Vermont
SafeSpace Program**

Statewide
Support Line: 802-863-0003 or
Toll-free: 866-869-7341
Phone: 802-860-7812
www.pridecentervt.org/programs/safespace

Safeline, Inc.
Orange County & Northern Windsor County

Hotline: 1.800.639.7233
Office: 802/685.7900
www.safelinevt.org

Sexual Assault Crisis Team*

Washington County
Hotline: 802/479.5577
Office: 802/476.1388
<http://sactvt.org>

Steps to End Domestic Violence*

Chittenden County
Hotline: 802/658.1996
Office: 802/658.3131
www.stepsVT.org

Umbrella, The Advocacy Program*

Caledonia, Orleans, & Essex Counties
St. J. Hotline: 802/748.8645
Newport Hotline: 802/334.0148
St. J. Office: 802.748.8645
Newport Office: 802/334.0148
www.umbrellanek.org

Voices Against Violence*

Franklin & Grand Isle Counties
Hotline: 802/524.6575
Office: 802/524.8538
www.voicesagainstviolence.org

WISE*

Central Windsor County & towns of Thetford & Fairlee
Crisis line: 603/448.5525 or toll-free 1.866.348.WISE
Office: 603/448.5922
www.WISEuv.org

Women's Freedom Center*

Windham County & Southern Windsor County
Brattleboro Hotline: 802/254.6954 or 1.800.773.0689
Springfield Hotline: 802/885.2050
Brattleboro Office: 802/257.7364
Springfield Office: 802/885.2368
<http://womensfreedomcenter.net>

WomenSafe

Addison County & the town of Rochester
Hotline: 802/388.4205 or 1.800.388.4205
Office: 802/388.9180
www.womensafe.net

*Organization with shelter

Services of the Member Organizations

Private Help: Network member organizations will not share any information about you unless you allow them to.*

Hotlines/Support Line: Pride Center of VT SafeSpace Program provides a support line 5 days a week.

All other member organizations staff a free hotline 24 hours a day, every day.

Help To Meet Basic Needs: Staff help people learn about resources to meet their basic needs.

Legal Help: Staff give information about legal issues and go with victims to court.

Help at the Hospital: Staff can meet people at the hospital after a sexual or physical assault.

Shelter: Staff help victims find short-term shelter.

**Some staff are "mandated reporters". This means they must report to the state if they believe a child has been abused or neglected. You can ask to speak to someone who is not a "mandated reporter". You can also speak to someone on the hotline without giving your name.*

Other Network Programs That Serve Victims of Domestic and Sexual Violence

DVAS (Deaf Vermonters Advocacy Services)
Videophone & Hearing: 802/661.4091

DIVAS (Discussing Intimate Violence and Accessing Support) Support for women incarcerated in Vermont. divas@vtnetwork.org

VERMONT STATEWIDE HOTLINES: Sexual Violence: 1.800.489.7273 /Domestic Violence 1.800.228.7395
NATIONAL HOTLINES: Domestic Violence: 1.800.799.SAFE / Sexual Violence: 1.800.656.HOPE

<u>Town</u>	<u>State</u>	<u>County</u>	<u>Crisis Center</u>
Addison	VT	Addison	WomenSafe
Albany	VT	Orleans	Umbrella
Alburgh	VT	Grand Isle	Voices Against Violence (St. Albans, VT)
Andover	VT	Windsor	Women's Freedom Center
Arlington	VT	Bennington	Project Against Violent Encounters
Ascutney	VT	Windsor	WISE
Athens	VT	Windham	Women's Freedom Center
Averill	VT	Essex	Umbrella
Bakersfield	VT	Franklin	Voices Against Violence (St. Albans, VT)
Baltimore	VT	Windsor	Women's Freedom Center
Barnard	VT	Windsor	WISE
Barnet	VT	Caledonia	Umbrella
Barre	VT	Washington	Sexual Assault Crisis Team AND Circle
Barton	VT	Orleans	Umbrella
Bellows Falls	VT	Windham	Women's Freedom Center
Belvidere	VT	Lamoille	Clarina Howard Nichols Center
Bennington	VT	Bennington	Project Against Violent Encounters
Benson	VT	Rutland	Rutland County Women's Network and Shelter
Berkshire	VT	Franklin	Voices Against Violence (St. Albans, VT)
Berlin	VT	Washington	RESPONSE to Sexual & Domestic Violence
Bethel	VT	Windsor	Safeline
Bloomfield	VT	Essex	Umbrella
Bolton	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Bradford	VT	Orange	Safeline
Braintree	VT	Orange	Safeline
Brandon	VT	Rutland	Rutland County Women's Network and Shelter
Brattleboro	VT	Windham	Women's Freedom Center
Bridgewater	VT	Windsor	WISE
Bridport	VT	Addison	WomenSafe
Brighton	VT	Essex	Umbrella
Bristol	VT	Addison	WomenSafe
Brookfield	VT	Orange	Safeline
Brookline	VT	Windham	Women's Freedom Center
Brownington	VT	Orleans	Umbrella
Brownsville	VT	Windsor	WISE
Brunswick	VT	Essex	Umbrella
Burke	VT	Caledonia	Umbrella
Burlington	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Cabot	VT	Washington	AWARE
Calais	VT	Washington	Sexual Assault Crisis Team AND Circle
Cambridge	VT	Lamoille	Clarina Howard Nichols Center
Canaan	VT	Essex	Umbrella
Castleton	VT	Rutland	Rutland County Women's Network and Shelter
Cavendish	VT	Windsor	Women's Freedom Center
Charleston	VT	Orleans	Umbrella
Charlotte	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence

Chelsea	VT	Orange	Safeline
Chester	VT	Windsor	Women's Freedom Center
Chittenden	VT	Rutland	Rutland County Women's Network and Shelter
Clarendon	VT	Rutland	Rutland County Women's Network and Shelter
Colchester	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Concord	VT	Essex	Umbrella
Corinth	VT	Orange	Safeline
Cornwall	VT	Addison	WomenSafe
Coventry	VT	Orleans	Umbrella
Craftsbury	VT	Orleans	Aware
Danby	VT	Rutland	Rutland County Women's Network and Shelter
Danville	VT	Caledonia	Umbrella
Derby	VT	Orleans	Umbrella
Dorset	VT	Bennington	Project Against Violent Encounters
Dover	VT	Windham	Women's Freedom Center
Dummerston	VT	Windham	Women's Freedom Center
Duxbury	VT	Washington	Sexual Assault Crisis Team AND Circle
East Burke	VT	Caledonia	Umbrella
East Corinth	VT	Orange	Safeline
East Haven	VT	Essex	Umbrella
East Montpelier	VT	Washington	Sexual Assault Crisis Team AND Circle
Eden	VT	Lamoille	Clarina Howard Nichols Center
Elmore	VT	Lamoille	Clarina Howard Nichols Center
Enosburgh	VT	Franklin	Voices Against Violence (St. Albans, VT)
Essex	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Fair Haven	VT	Rutland	Rutland County Women's Network and Shelter
Fairfax	VT	Franklin	Voices Against Violence (St. Albans, VT)
Fairfield	VT	Franklin	Voices Against Violence (St. Albans, VT)
Fairlee	VT	Orange	WISE
Fayston	VT	Washington	Sexual Assault Crisis Team AND Circle
Ferdinand	VT	Essex	Umbrella
Ferrisburgh	VT	Addison	WomenSafe
Fletcher	VT	Franklin	Voices Against Violence (St. Albans, VT)
Franklin	VT	Franklin	Voices Against Violence (St. Albans, VT)
Georgia	VT	Franklin	Voices Against Violence (St. Albans, VT)
Glastenbury	VT	Bennington	Project Against Violent Encounters
Glover	VT	Orleans	Umbrella
Goshen	VT	Addison	WomenSafe
Grafton	VT	Windham	Women's Freedom Center
Granby	VT	Essex	Umbrella
Grand Isle	VT	Grand Isle	Voices Against Violence (St. Albans, VT)
Granville	VT	Addison	WomenSafe
Greensboro	VT	Orleans	Aware
Groton	VT	Caledonia	Umbrella
Guildhall	VT	Essex	Umbrella
Guilford	VT	Windham	Women's Freedom Center
Halifax	VT	Windham	Women's Freedom Center

Hancock	VT	Addison	WomenSafe
Hardwick	VT	Caledonia	AWARE
Hartford	VT	Windsor	WISE
Hartland	VT	Windsor	WISE
Highgate	VT	Franklin	Voices Against Violence (St. Albans, VT)
Hinesburg	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Holland	VT	Orleans	Umbrella
Hubbardton	VT	Rutland	Rutland County Women's Network and Shelter
Huntington	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Hyde Park	VT	Lamoille	Clarina Howard Nichols Center
Ira	VT	Rutland	Rutland County Women's Network and Shelter
Irasburg	VT	Orleans	Umbrella
Isle La Motte	VT	Grand Isle	Voices Against Violence (St. Albans, VT)
Jamaica	VT	Windham	Women's Freedom Center
Jay	VT	Orleans	Umbrella
Jericho	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Johnson	VT	Lamoille	Clarina Howard Nichols Center
Killington	VT	Rutland	Rutland County Women's Network and Shelter
Kirby	VT	Caledonia	Umbrella
Landgrove	VT	Bennington	Project Against Violent Encounters
Leicester	VT	Addison	WomenSafe
Lemington	VT	Essex	Umbrella
Lewis	VT	Essex	Umbrella
Lincoln	VT	Addison	WomenSafe
Londonderry	VT	Windham	Women's Freedom Center
Lowell	VT	Orleans	Umbrella
Ludlow	VT	Windsor	Women's Freedom Center
Lunenburg	VT	Essex	Umbrella
Lyndon	VT	Caledonia	Umbrella
Maidstone	VT	Essex	Umbrella
Manchester	VT	Bennington	Project Against Violent Encounters
Marlboro	VT	Windham	Women's Freedom Center
Marshfield	VT	Washington	Sexual Assault Crisis Team AND Circle
Mendon	VT	Rutland	Rutland County Women's Network and Shelter
Middlebury	VT	Addison	WomenSafe
Middlesex	VT	Washington	Sexual Assault Crisis Team AND Circle
Middletown Springs	VT	Rutland	Rutland County Women's Network and Shelter
Milton	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Monkton	VT	Addison	WomenSafe
Montgomery	VT	Franklin	Voices Against Violence (St. Albans, VT)
Montpelier	VT	Washington	Sexual Assault Crisis Team AND Circle
Moretown	VT	Washington	Sexual Assault Crisis Team AND Circle
Morgan	VT	Orleans	Umbrella
Morristown	VT	Lamoille	Clarina Howard Nichols Center
Mount Holly	VT	Rutland	Rutland County Women's Network and Shelter
Mount Tabor	VT	Rutland	Rutland County Women's Network and Shelter
New Haven	VT	Addison	WomenSafe

Newark	VT	Caledonia	Umbrella
Newbury	VT	Orange	Safeline
Newfane	VT	Windham	Women's Freedom Center
Newport	VT	Orleans	Umbrella
North Hero	VT	Grand Isle	Voices Against Violence (St. Albans, VT)
Northfield	VT	Washington	Sexual Assault Crisis Team AND Circle
Norton	VT	Essex	Umbrella
Norwich	VT	Windsor	WISE
Orange	VT	Orange	WISE
Orwell	VT	Addison	WomenSafe
Panton	VT	Addison	WomenSafe
Pawlet	VT	Rutland	Rutland County Women's Network and Shelter
Peacham	VT	Caledonia	Umbrella
Perkinsville	VT	Windsor	WISE
Peru	VT	Bennington	Project Against Violent Encounters
Pittsfield	VT	Rutland	Rutland County Women's Network and Shelter
Pittsford	VT	Rutland	Rutland County Women's Network and Shelter
Plainfield	VT	Washington	Sexual Assault Crisis Team AND Circle
Plymouth	VT	Windsor	Women's Freedom Center
Pomfret	VT	Windsor	WISE
Poultney	VT	Rutland	Rutland County Women's Network and Shelter
Pownal	VT	Bennington	Project Against Violent Encounters
Proctor	VT	Rutland	Rutland County Women's Network and Shelter
Proctorsville	VT	Windsor	Women's Freedom Center
Putney	VT	Windham	Women's Freedom Center
Quechee	VT	Windsor	WISE
Randolph	VT	Orange	Safeline
Reading	VT	Windsor	WISE
Readsboro	VT	Bennington	Project Against Violent Encounters
Richford	VT	Franklin	Voices Against Violence (St. Albans, VT)
Richmond	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Ripton	VT	Addison	WomenSafe
Rochester	VT	Windsor	Safeline
Rockingham	VT	Windham	Women's Freedom Center
Roxbury	VT	Washington	Sexual Assault Crisis Team AND Circle
Royalton	VT	Windsor	Safeline
Rupert	VT	Bennington	Project Against Violent Encounters
Rutland	VT	Rutland	Rutland County Women's Network and Shelter
Ryegate	VT	Caledonia	Umbrella
Salisbury	VT	Addison	WomenSafe
Sandgate	VT	Bennington	Project Against Violent Encounters
Searsburg	VT	Bennington	Project Against Violent Encounters
Shaftsbury	VT	Bennington	Project Against Violent Encounters
Sharon	VT	Windsor	Safeline
Sheffield	VT	Caledonia	Umbrella
Shelburne	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Sheldon	VT	Franklin	Voices Against Violence (St. Albans, VT)

Shoreham	VT	Addison	WomenSafe
Shrewsbury	VT	Rutland	Rutland County Women's Network and Shelter
Somerset	VT	Windham	Women's Freedom Center
South Hero	VT	Grand Isle	Voices Against Violence (St. Albans, VT)
South Royalton	VT	Windsor	Safeline
Springfield	VT	Windsor	Women's Freedom Center
St. Albans	VT	Franklin	Voices Against Violence (St. Albans, VT)
St. George	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
St. Johnsbury	VT	Caledonia	Umbrella
Stamford	VT	Bennington	Project Against Violent Encounters
Stannard	VT	Caledonia	AWARE
Starksboro	VT	Addison	WomenSafe
Stockbridge	VT	Windsor	Umbrella
Stowe	VT	Lamoille	Clarina Howard Nichols Center
Strafford	VT	Orange	Safeline
Stratton	VT	Windham	Women's Freedom Center
Sudbury	VT	Rutland	Rutland County Women's Network and Shelter
Sunderland	VT	Bennington	Project Against Violent Encounters
Sutton	VT	Caledonia	Umbrella
Swanton	VT	Franklin	Voices Against Violence (St. Albans, VT)
Taftsville	VT	Windsor	WISE
Thetford	VT	Orange	WISE
Tinmouth	VT	Rutland	Rutland County Women's Network and Shelter
Topsham	VT	Orange	Safeline
Townshend	VT	Windham	Women's Freedom Center
Troy	VT	Orleans	Umbrella
Tunbridge	VT	Orange	Safeline
Underhill	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Vernon	VT	Windham	Women's Freedom Center
Vershire	VT	Orange	Safeline
Victory	VT	Essex	Umbrella
Waitsfield	VT	Washington	Sexual Assault Crisis Team AND Circle
Walden	VT	Caledonia	AWARE
Wallingford	VT	Rutland	Rutland County Women's Network and Shelter
Waltham	VT	Addison	WomenSafe
Wardsboro	VT	Windham	Women's Freedom Center
Warren	VT	Washington	Sexual Assault Crisis Team AND Circle
Washington	VT	Orange	Safeline
Waterbury	VT	Washington	Sexual Assault Crisis Team AND Circle
Waterford	VT	Caledonia	Umbrella
Waterville	VT	Lamoille	Clarina Howard Nichols Center
Weathersfield	VT	Windsor	WISE
Wells	VT	Rutland	Rutland County Women's Network and Shelter
Wells River	VT	Orange	Safeline
West Fairlee	VT	Orange	WISE
West Hartford	VT	Windsor	WISE
West Haven	VT	Rutland	Rutland County Women's Network and Shelter

West Rutland	VT	Rutland	Rutland County Women's Network and Shelter
West Windsor	VT	Windsor	WISE
Westfield	VT	Orleans	Umbrella
Westford	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Westminster	VT	Windham	Women's Freedom Center
Westmore	VT	Orleans	Umbrella
Weston	VT	Windsor	Women's Freedom Center
Weybridge	VT	Addison	WomenSafe
Wheelock	VT	Caledonia	Umbrella
White River Junction	VT	Windsor	WISE
Whiting	VT	Addison	WomenSafe
Whitingham	VT	Windham	Women's Freedom Center
Wilder	VT	Windsor	WISE
Williamstown	VT	Orange	Safeline
Williston	VT	Chittenden	H.O.P.E. Works AND Steps to End Domestic Violence
Wilmington	VT	Windham	Women's Freedom Center
Windham	VT	Windham	Women's Freedom Center
Windsor	VT	Windsor	WISE
Winhall	VT	Bennington	Project Against Violent Encounters
Wolcott	VT	Lamoille	Clarina Howard Nichols Center
Woodbury	VT	Washington	Sexual Assault Crisis Team AND Circle
Woodford	VT	Bennington	Project Against Violent Encounters
Woodstock	VT	Windsor	WISE
Worcester	VT	Washington	Sexual Assault Crisis Team AND Circle



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State of New Hampshire Domestic and Sexual Violence Crisis Center Catchment Areas

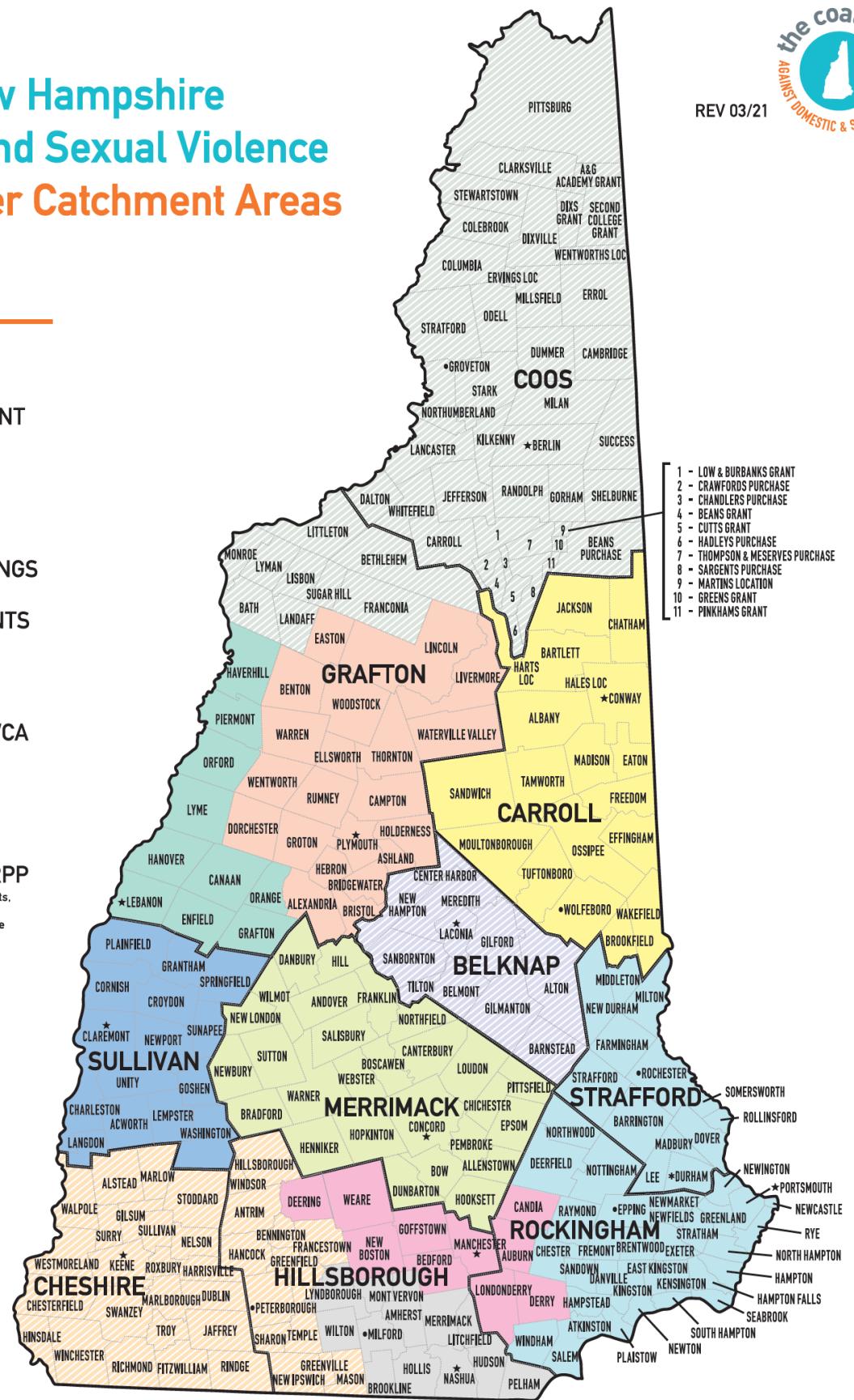
MAP KEY

- RESPONSE
- STARTING POINT
- VOICES
- WISE
- NEW BEGINNINGS
- TURNING POINTS
- CCCNH
- REACH Crisis Services at YWCA
- BRIDGES
- MCVP
- HAVEN/*SHARPP

*SHARPP serves the students, faculty and staff of the University of New Hampshire

- ★ MAIN OFFICE
- SATELLITE OFFICE

NOTE: Due to space restrictions, some smaller towns may not be shown on this map.



NH Statewide Domestic and Sexual Violence Hotline **1-866-644-3574**



DOMESTIC VIOLENCE, SEXUAL ASSAULT & STALKING SUPPORT SERVICES IN NEW HAMPSHIRE

NH Statewide Domestic and Sexual Violence Hotline: 1-866-644-3574

NH Coalition Against Domestic and Sexual Violence
PO Box 353, Concord, NH 03302-0353 - Office Phone: 603-224-8893 - Web Site: www.nhcadsv.org

The NH Coalition is comprised of 12 member programs throughout the state that provide services to survivors of sexual assault, domestic violence, stalking and sexual harassment. You do not need to be in crisis to call. Services are free, confidential, and available to everyone regardless of gender, age, health status (including HIV-positive), physical, mental or emotional ability, sexual orientation, gender identity/expression, socio-economic status, race, national origin, immigration status or religious or political affiliation. The services include:

- Support and information, available in person and through a 24-hour hotline
- Accompaniment, support, and advocacy at local hospitals, courts, and police departments
- Access to emergency shelter
- Peer Support Groups
- Assistance with protective/restraining orders and referrals to legal services
- Information and referrals to community programs
- Community and professional outreach and education

RESPONSE to Sexual & Domestic Violence
54 Willow Street
Berlin, NH 03570
1-866-662-4220 (crisis line)
603-752-5679 (Berlin office)
603-636-1747 (Groveton office)
www.coosfamilyhealth.org/response

Turning Points Network
11 School Street
Claremont, NH 03743
1-800-639-3130 (crisis line)
603-543-0155 (Claremont office)
603-863-4053 (Newport office)
www.turningpointsnetwork.org

Crisis Center of Central New Hampshire (CCCNH)
PO Box 1344
Concord, NH 03302-1344
1-866-841-6229 (crisis line)
603-225-7376 (office)
www.cccnh.org

REACH Crisis Services at YWCA
72 Concord Street
Manchester, NH 03101
603-668-2299 (crisis line)
603-625-5785 (Manchester office)
www.ywcanh.org/reach



Monadnock Center for Violence Prevention
12 Court Street
Keene, NH 03431-3402
1-888-511-6287 (crisis line)
603-352-3782 (crisis line)
603-352-3782 (Keene office)
603-209-4015 (Peterborough)
www.mcvprevention.org

New Beginnings – Without Violence and Abuse
PO Box 622
Laconia, NH 03247
1-866-841-6247 (crisis line)
603-528-6511 (office)
www.newbeginningsnh.org

WISE
38 Bank Street
Lebanon, NH 03766
1-866-348-WISE (9473) (crisis line)
603-448-5525 (local crisis line)
603-448-5922 (office)
www.wiseuv.org

Starting Point: Services for Victims of Domestic & Sexual Violence
PO Box 1972
Conway, NH 03818
1-800-336-3795 (crisis line)
603-447-2494 (Conway office)
603-452-8014 (Wolfeboro office)
www.startingpointnh.org

Bridges: Domestic & Sexual Violence Support
PO Box 217
Nashua, NH 03061-0217
603-883-3044 (crisis line)
603-889-0858 (Nashua office)
603-672-9833 (Milford office)
www.bridgesnh.org

Voices Against Violence
PO Box 53
Plymouth, NH 03264
1-877-221-6176 (crisis line)
603-536-1659 (local crisis line)
603-536-5999 (public office)
603-536-3423 (shelter office)
www.voicesagainstviolence.net

HAVEN
20 International Drive, Suite 300
Portsmouth, NH 03801
603-994-SAFE (7233) (crisis line)
603-436-4107 (Portsmouth office)
(Offices in Portsmouth, Rochester, Epping)
www.havennh.org

Sexual Harassment & Rape Prevention Program (SHARPP)
2 Pettee Brook (Wolff House)
Durham, NH 03824
1-888-271-SAFE (7233) (crisis line)
603-862-3494 (office)
www.unh.edu/sharpp

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NH Statewide Domestic and Sexual Violence Hotline **1-866-644-3574**

New Hampshire DV and SA Resources

***Agencies with a Shelter**

New Hampshire Coalition Against Domestic and Sexual Violence

Statewide DV and Hotline: 1-866-644-3574; Website: nhcadsv.org
 PO Box 353, **Concord, NH** 03302 Office: (603) 224-8893;

New Beginnings - Without Violence and Abuse*

Hotline 1-866-841-6247
 Website: newbeginningsnh.org
 PO Box 622, **Laconia, NH** 03247 Office: (603) 528-6511

*Belknap County***Starting Point Services for Victims of Domestic & Sexual Violence ***

Hotline: 1-800-336-3795
 Website: startingpointnh.org
 PO Box 1972, **Conway, NH** 03818 Office: (603) 447-2494;
 Southern Carroll County Office/**Wolfboro** Office: (603) 452-8014

*Carroll County***Monadnock Center for Violence Prevention (MCPV)***

Hotline: (603) 352-3782 or 1-888-511-MCPV (6287);
 Website: mcvprevention.org
 12 Court St., Suite 103, **Keene, NH** 03431 Office: (603) 352-3782;
Peterborough Office: (603) 209-4015

*Cheshire County***RESPONSE to Sexual & Domestic Violence***

Hotline: (866) 662-4220; Text 603.836.9060
 Website: coosfamilyhealth.org
 54 Willow St, **Berlin, NH** 03570 Office: (603) 752-3669
 Groveton Office: 603.636.1747

*Coos County***WISE***

Hotline: 1-866-348-WISE (9473) or (603) 448-5525 Text 603.836.9472
 Website: wiseuv.org
 38 Bank St, **Lebanon, NH** 03435 Office: (603) 448-5922

*Grafton County***Voices Against Violence**

Hotline: 1-877-221-6176 or 603.536.1659; Shelter: (603).536.3423
 Website: voicesagainstviolence.net
 PO Box 53 **Plymouth, NH** 03264 Office: (603) 536-5999;

*Grafton County***The Burch House***

Shelter Services: (603) 444-0624; Website: tccap.org/the-burch-house-shelter/

*Grafton County***REACH Crisis Services at YMCA***

Hotline: (603) 668-2299
 Website: ywcanh.org/reach
 72 Concord St, **Manchester, NH** 03101 Office: (603) 625-5785;

*Hillsborough County***Bridges: Domestic & Sexual Violence Support ***

Hotline: (603) 883-3044
 Website: bridgesnh.org
 Milford Office: 16 Elm St, Suite 2, **Milford, NH** 03055 Office: (603) 672-9833;
 Nashua Office: 28 Concord Street, **Nashua, NH** 03064 Office: (603) 889-0858;

Hillsborough County

Crisis Center of Central NH*

Hotline: 1-866-841-6229

Website: cccnh.org

15 Pleasant St, PO Box 1344, **Concord, NH** 03302 Office: (603) 225-7376

Merrimack County

HAVEN *

Hotline: 1-603-994-SAFE (7233)

Website: havennh.org

20 International Drive, Suite 300, **Portsmouth, NH** 03801 Office: (603) 436-4107

Epping Office: 285 Calef Highway, Suite 12 C **Epping, NH** 03042

Rochester Office: 150 Wakefield Street, Suite 13 **Rochester, NH** 03867

Strafford County

Sexual Harassment & Rape Prevention Program (SHARPP)

Strafford County

~NOTE: Only available for UNH students~

Hotline: 1-888-271-SAFE (7233); Text: (603) 606-9393

Website: unh.edu/sharpp

Wolff House, UNH Campus, **Durham, NH** 03824 Office: (603) 862-3494

Turning Points Network *

Sullivan County

Hotline: 1-800-639-3130; Text 603-506-6553

Website: turningpointsnetwork.org

Claremont Office: 11 School St, **Claremont, NH** 03743 Office: (603) 543-0155

Newport Office: 167 Summer St, **Newport, NH** 03773 Office: 603.863.4053

New Hampshire Agencies by County

County	Agency
Belknap	New Beginnings
Carroll	Starting Point
Cheshire	MCVP
Coos	RESPONSE
Grafton	RESPONSE, Voices Against Violence, WISE
Hillsborough	Bridges, MCVP, Reach Crisis Services at YWCA
Merrimack	Crisis Center of Central NH
Rockingham	HAVEN, SHARPP, Reach Crisis Services at YWCA
Strafford	Haven, SHARPP
Sullivan	Turning Points

Hotlines

National Domestic Violence Hotline: 1-800-799-SAFE (7233)

National Sexual Assault Hotline: 1-800-656-HOPE (4673)

NH Statewide Hotline: Domestic Violence, Sexual Violence or Stalking: 1-866-644-3574

Vermont DV and SA Resources

***Programs with a Shelter**

Circle*

PO Box 652, **Barre, VT 05641**
Office: (802) 476-6010; Hotline: 1-877-543-9498

Washington County
Website: circlenvt.org

Sexual Assault Crisis Team*

~NOTE: Also serves students of Norwich University~

4 Cottage St, Suite 1, **Barre, VT 05641**
Office: (802) 476-1388; Hotline: (802) 479-5577

Washington County
Website: <https://sactvt.org>

PAVE*

PO Box 227, **Bennington, VT 05201**
Office: (802) 442-2370; Hotline: (802) 442-2111

Bennington County
Website: pavebennington.org

Women's Freedom Center*

PO Box 933, **Brattleboro, VT 05302**
Office: (802) 257-7364; Hotline: (802) 254-6954

Windham County, including Bellows Falls
Website: womensfreedomcenter.net/

HOPE Works

PO Box 92, **Burlington, VT 05402**
Office: (802) 864-0555; Hotline: (802) 863-1236 (VT: 1-800-489-7273); Website: hopeworksvt.org

Steps to End Domestic Violence*

PO Box 1535, **Burlington, VT 05402**
Office: (802) 658-3131; Hotline: (802) 658-1996

Chittenden County
Website: stepsvt.org

Safeline

PO Box 368, **Chelsea, VT 05038**
Office: (802) 685-7900; Hotline: 1-800-639-7233

Orange & Northeastern Windsor Counties
Website: orgsites.com/vt/safeline1/

Aware

PO Box 307, **Hardwick, VT 05843**
Office & Hotline: (802) 472-6463

Caledonia, Washington, & Orleans Counties of Hardwick area
Website: awarevt.org

WISE*

38 Bank St, **Lebanon, NH, 03766**
Office: (603) 448-5922; Hotline: (603) 448-5525;
Toll-free: 1-866-348-WISE

Windsor County (Northeast)
Website: wiseuv.org

WomenSafe

PO Box 67, **Middlebury, VT 05753**
Office: (802) 388-9180; Hotline: (802) 388-4205
Toll-free: 1-800-388-4205

Addison County & the town of Rochester
Website: womensafe.net

Vermont Network Against Domestic and Sexual Violence

PO Box 405, **Montpelier, VT 05601**
Office: (802) 223-1307; DV Hotline: 1-800-228-7395;
SV Hotline: 1-800-489-7273

All counties in Vermont
Website: vtnetwork.org

Clarina Howard Nichols Center*

PO Box 517, **Morrisville, VT 05661**
Office: (802) 888-2584; Hotline: (802) 888-5256

Lamoille County
Website: clarina.org

Advocacy Program at Newport

93 East Main St, Suite #1, **Newport, VT 05855**
Office & Hotline: (802) 334-0148

NewStory Center*

PO Box 313, **Rutland, VT 05701**
Office: (802) 775-6788; Hotline: (802) 775-3232

Women's Freedom Center in Springfield*

PO Box 933, **Brattleboro, VT 05302**
Office: (802) 885-2368; Hotline: (802) 885-2050

Voices Against Violence: Laurie's House*

PO Box 72, **St. Albans, VT 05478**
Office: (802) 524-8538; Hotline: (802) 524-6575

Advocacy Program at Umbrella*

1222 Main St, Suite #301, **St. Johnsbury, VT 05819**
Office: (802) 748-8645; Hotline: (802) 748-8645

Have Justice- Will Travel, Inc.

9580 Vermont Route 113, **Vershire, VT 05079**
Office: (802) 685-7809; Toll-free: 1-877-496-8100

Orleans County

Website: umbrellanek.org

Rutland County

Website: nscvt.org

Southern Windsor County

Website: womensfreedomcenter.net/

Franklin & Grand Isle Counties

Website: voicesagainstviolence.org

Caledonia, Orleans, & Essex Counties

Website: umbrellanek.org

Orange County, town of Vershire

Website: havejusticewilltravel.org

Vermont Agencies by County

County	Agency
Addison	WomenSafe
Bennington	PAVE
Caledonia	Advocacy Program at Umbrella, Aware
Chittenden	HOPE Works, STEPS
Essex	Advocacy Program at Umbrella
Franklin	Voices Against Violence
Grand Isle	Voices Against Violence
Lamoille	Clarina Howard Nichols Center
Orange	Have Justice-Will Travel, Inc., Safeline
Orleans	Advocacy Program at Newport, Advocacy Program at Umbrella, Aware
Rutland	Rutland County Women's Network & Shelter
Washington	Circle, Sexual Assault Crisis Team, Aware
Windham	Women's Freedom Center
Windsor	Safeline, WISE, Women's Freedom Center

Hotlines

National Domestic Violence Hotline: 1-800-799-SAFE (7233)

National Sexual Assault Hotline: 1-800-656-HOPE (4673)

Vermont Domestic Violence Hotline: 1-800-228-7395

Vermont Sexual Assault Hotline: 1-800-489-7273

BIP (Batterer's Intervention Program) Providers

Clara Martin Center

39 Fogg Farm Rd, **Wilder, VT 05088**

Phone: (802) 295-1311

Groups in White River Junction

Vermont Probation and Parole

White River Junction Department of Corrections: Don Shaw; Phone: (802) 296-5572

Hartford Probation and Parole: Mark Devins; Phone: (802) 295-8810

Community Corrections District Manager: Bill Soule; Phone: (802) 295-8815; coordinates providers for offenders

RTT Batterer's Intervention Program

Manchester: 834 Elm Street, Third Floor, Manchester NH, 03101; Phone: (603) 668-6505

Concord: PO Box 3713, Concord NH, 03302; (603) 545-9042 (Concord and Rochester)

Rochester: 664 Columbus Avenue, Suite 2, Rochester NH, 03867

36-week program providing Batterer's Intervention Services according to the guidelines of New Hampshire legislature.

Website: rttassociatesllc.com/wp/services/domestic-violence-batterers-intervention-program/

Donlon Wade, LADC (Licensed Alcohol Drug Abuse Counselor)

2 South Park Street, **Lebanon, NH 03766**

Phone: (603) 448-9994

Website: donlonwade.com/index.html

Addictions Counseling for Adults and Families with Special Interest in Prevention and Treatment for Adolescents Batterers intervention: He also facilitates a Resolve Group for men who batter.

New Hampshire Police Information

New Hampshire State Police

Address: Department of Safety, Division of State Police, 33 Hazen Drive, Concord, NH 03305

In-state and Local Emergencies: (603) 223-4381; Toll-free: 1-800-525-5555

Emergency Cell Phone for NH, ME, MA: *77

Office Phone: (603) 271-3636; Director's Office (Colonel Robert. L. Quinn): (603) 223-8813

Website: nh.gov/safety/divisions/nhsp/index.html

Email: SPHeadquarters@dos.nh.gov

Anonymous Tips: (603) 223-3860; Toll-free: 1-800-NAB-DOPE; Email: isb@dos.nh.gov

***In an emergency 911 will automatically connect to the closest dispatcher ***

Canaan

Building: 52 NH Route 118, Dorchester Rd, **Canaan, NH 03741**;

Mailing: Canaan PD, PO Box 38, 52 NH Rt 118, Canaan, NH 03741

Phone: (603) 523-7784; After Hours (non-emergency): (603) 523-7400;

Office Hours: M-F 8am-3pm Website: canaanpolice.com

Courthouse: Lebanon Family Court Police Chief: Samuel Frank, sfrank@canaanpolice.com

Directions: I-89, Exit 17; Rt 4 towards Canaan; bear left onto Route 118; travel 1/3 mile; station is on the right.

Enfield

Building: 19 Main St, **Enfield, NH 03748** Mailing: PO Box 365, Enfield, NH 03748

Phone: (603) 632-7501; After Hours: (603) 243-2222 Website: enfieldpolice.com

Office Hours: M-F 8:30am-5pm Police Chief: Richard Crate Jr., rcrate@enfield.nh.us

Directions: Main St. in Enfield; turn right off rte. 4 by Hughes Park

Etna

Serviced by the Hanover police department, see Hanover info below.

Grafton

7 Library Rd, **Grafton, NH 03240**

Phone: (603) 523-7667

Website: townofgraftonnh.com/home.html

Office Hours: M-F 8am-4:30pm

Police Chief: Russell Poitras

Directions: Follow Rt. 4 to Grafton; building is on the left next to the Town Hall

Courthouse: Lebanon Family Court

Grantham

Building: 300 Route NH-10 South, **Grantham, NH 03753**, Mailing: PO Box 704, Grantham, NH 03753

Phone: (603) 863-6844; Dispatch: (603) 863-3232 Website: granthamnh.net

Office Hours: M-Th 8am-5pm; F 8am-4pm

Police Chief: John W. Parsons

Directions: In Grantham, Dunbar Hill Rd.

Courthouse: Newport Court

Hanover

46 Lyme Rd (Rt. 10) **Hanover, NH 03755**

Phone: (603) 643-2222; Tip Line: (603) 643-PARTY

Website: hanovernh.org/pages/HanoverNH_Police/index

Office Hours: M-F 8am-4pm Police Chief: Charlie Dennis

Directions: North on Rt. 120; stay right at fork (traffic light) to follow Rt. 120; follow road through two sets of lights; at third light take a right onto Rt. 10/Lyme Road; follow at rotary, taking second right; station 1/4 mile down on left.

Courthouse: Lebanon Family Court

Haverhill

2975 Dartmouth College Highway **North Haverhill, NH 03774**

Phone: (603) 787-2224

Directions: I-91N, exit 16 to Bradford, Take RT 5 to Newbury Crossing Rd to NH and turn left on Rt 10; 2.8 miles on the left.

Lebanon

36 Poverty Ln, **Lebanon, NH 03766**

Phone: (603) 448-1212

Office Hours: M-F 9am-5pm

Directions: I-89, Exit 19 onto Poverty Lane;

1/4 of a mile on the right

Courthouse: Lebanon Family Court

Website: <https://lebanonnh.gov/227/Police-Department>

Police Chief: Richard R. Mello,

Email: Richard.Mello@lebanonnh.gov

Lyme

Building: 1 High St, **Lyme, NH 03768**

Mailing: PO Box 126, Lyme, NH 03768

Phone: (603) 795-2047; Dispatch: (603) 643-2222

Office Hours: 24 hours

Website: <https://www.lymenh.gov/police-department>

Police Chief: Shaun O'Keefe

Directions: North on Rt 10 from Lebanon/Hanover; curve right at Green and curve left at church (not towards skiway); travel 1/2 mile; turn right on High St (1 High St)

Courthouse: Lebanon Family Court

Orange

Serviced by Troop F, see Troop F info below.

Orford

Building: 2529 Route NH-25A, **Orford, NH 03777**

Mailing: PO Box F, Route 25 A, Orford,

NH 03777

Phone: (603) 353-4252; Dispatch: (603) 353-4347 Website: orfordnh.us/community/directory.html

Office Hours: 7am-10am M-Th; 7am-12mid FS Police Chief: Christopher Kilmer

Directions: Rt. 25A at Town Center

Courthouse: Lebanon Family Court

Woodsville

See information for Haverhill above

Troop F

Building: 549 Route 302, Twin Mountain, NH 03595; Mailing: PO Box 440, Twin Mountain, NH 03595

Phone: (603) 846-3333

Website: nh.gov/safety/divisions/nhsp/fob/troopf/

Serves Coos and Grafton Counties

Email: TroopF@dos.nh.gov

Vermont Police Information

Vermont State Police

Address: Vermont State Police Headquarters, 45 State Drive, Waterbury, VT 05671

Phone: (802) 244-8727; Website: vsp.vermont.gov

***In an emergency 911 will automatically connect to the closest dispatcher ***

Bethel

2011 VT Route 107, **Bethel, VT** 05032

Phone: (802) 234-9933

Office Hours: 24 Hours

Station Commander: Lt. William Jenkins, Email: William.Jenkins@state.vt.us

Directions: I-89 North, Exit 3; right onto 107 West for 4.7 miles; barracks on the left

Courthouse: Windsor Family Court

Covers: Barnard, Bridgewater, Hartland, Pomfret

Bradford

1594 Waits River Rd, **Bradford, VT**, 05033-9716

Phone: (802) 222-4680

Station Commander: Lieutenant Russ Robinson Email: russ.robinson@state.vt.us

Covers: Troop B

Brattleboro

62 Black Mountain Road, Suite 101, **Brattleboro, VT**, 05301

Phone: (802) 257-7950

Tip Line: (802) 257-4424

Covers: Troop D

Derby

Building: 35 Crawford Rd, **Derby, VT**, 05829; Mailing: PO Box 410, Derby, VT, 05829

Phone: (802) 334-8881

Covers: Troop B

Fairlee

Building: 75 Town Common Rd, **Fairlee, VT** 05045; Mailing: PO Box 95, Fairlee, VT 05045

Phone: (802) 333-4363, ext. 6; Website: <https://www.fairleevt.org/emergency-services/>

Chief of Police: Jason Bachus

Hartford

812 VA Cutoff Rd #2, **White River Junction, VT** 05001

Phone: (802) 295-9425; Website: <https://www.hartford-vt.org/2163/Police-Department>

Office Hours: 24 hours

Police Chief: Phillip S. Kasten

Directions: Rt.5 to VA Cutoff Rd

Courthouse: Windsor Court

Covers: Quechee, West Hartford, White River Junction, Wilder

Middlesex

1080 US Route 2, **Middlesex, VT**, 05602

Phone: (802) 229-9191

Covers: Troop A

New Haven

2490 Ethan Allen Highway, **New Haven, VT, 05742**
Phone: (802) 388-4919
Covers: Troop C

Norwich

10 Hazen Street, **Norwich, VT 05055**
Phone: (802) 649-1460; Website: norwich.vt.us/norwich-police-department/
Office Hours: M-F 8am-4pm
Police Chief: Jennifer M. Frank
Directions: North on Main St. 3rd right on Hazen St.
Courthouse: Windsor Court

Rockingham

1987 Rockingham Road, **Chester, VT, 05143**
Phone: (802) 875-2112
Covers: Troop D

Royalton

2011 VT Route 107, **Bethel, VT, 05032**
Phone: (802) 234-9933
Covers: Troop D

Rutland

124 State Place, **Rutland, VT, 05701-9332**
Phone: (802) 773-9101
Covers: Troop C

Shaftsbury

96 Airport Road, PO Box 215, **Shaftsbury, VT, 05262**
Phone: (802) 442-5421
Covers: Troop D

St. Albans

140 Fisher Pond Road, PO Box 809, **St. Albans, VT, 05478**
Phone: (802) 524-5993
Covers: Troop A

St. Johnsbury

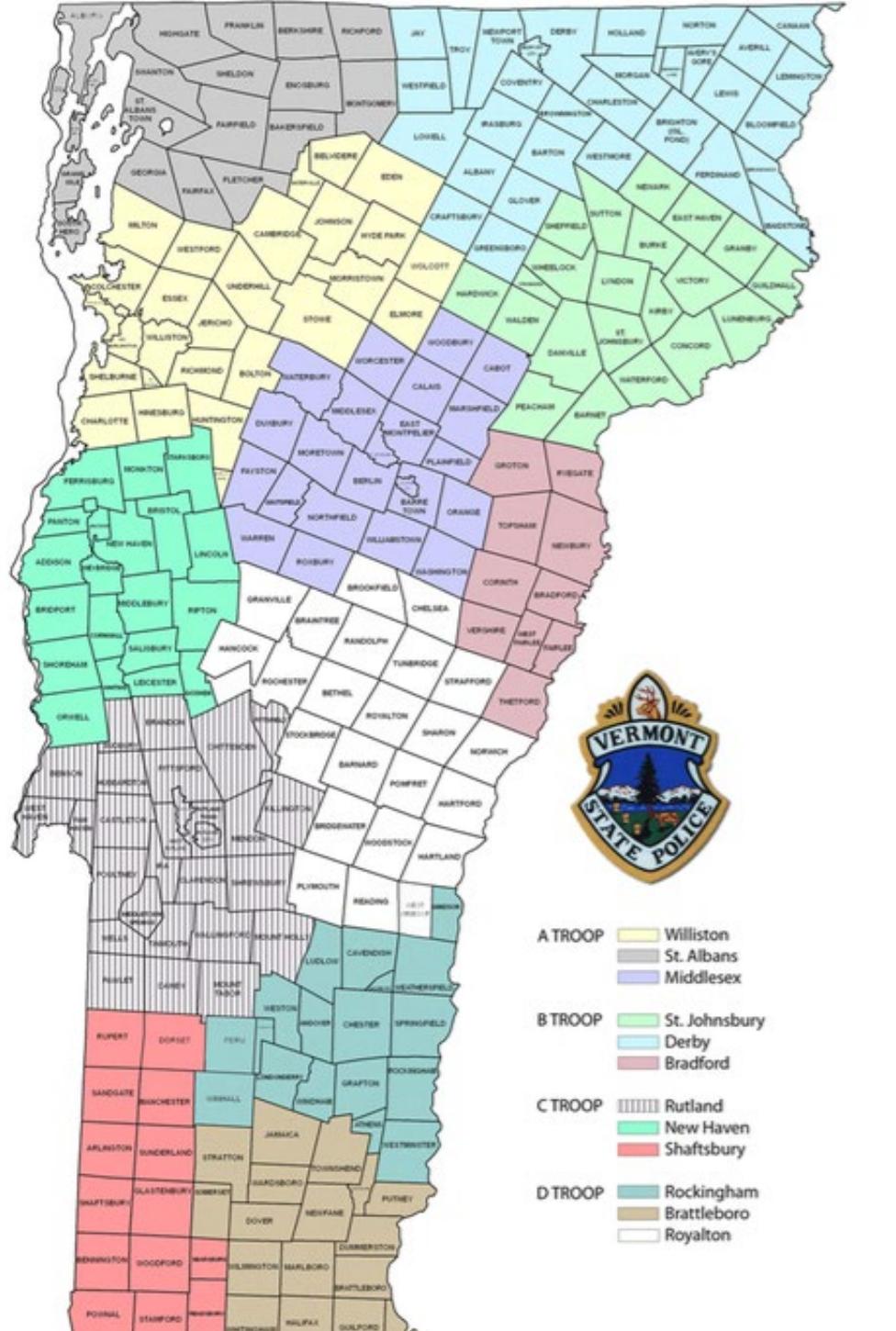
1068 US Route 5, Suite #1, **St. Johnsbury, VT, 05819**
Phone: (802) 748-3111
Covers: Troop B

Williston

2777 St George Rd, **Williston, VT, 05495**
Phone: (802) 878-7111
Covers: Troop A

Woodstock Village

454 Woodstock Rd, Town Hall 31, The Green, **Woodstock, VT 05091**
Phone: (802) 457-1420; Website: townofwoodstock.org
Office Hours: 24 Hours
Police Chief: Robbie Blish
Courthouse: Windsor Court



Hospital Information

Alice Peck Day Memorial Hospital

125 Mascoma St, **Lebanon, NH** 03766
 Phone: (603) 448-3121

Website: alicepeckday.org

Cottage Hospital

90 Swiftwater Rd, **Woodsville, NH** 03785
 Phone: (603) 747-9000

Website: cottagehospital.org

Dartmouth-Hitchcock Medical Center (DHMC)

1 Medical Drive Dr, **Lebanon, NH** 03756
 Phone: (603) 650-5000

Website: dartmouth-hitchcock.org

Fletcher Allen Health Care

111 Colchester Ave, **Burlington, VT** 05401
 Phone: (800) 358-1144

Website: fletcherallen.org

Gifford Medical Center

44 South Main St, **Randolph, VT** 05060
 Phone: (802) 728-7000

Website: giffordmed.org

Mt. Ascutney Hospital & Health Care Center

289 County Rd, **Windsor, VT** 05089
 Phone: (802) 674-6711

Website: mtascutneyhospital.org

Rutland Regional Medical Center

160 Allen St, **Rutland, VT** 05701
 Phone: (802) 775-7111

Website: rrmc.org

Springfield Hospital

25 Ridgewood Rd, **Springfield, VT** 05156
 Phone: (802) 885-2151

Website: springfieldhospital.org

VA Hospitals (New England)

215 North Main St, **White River Junction, VT** 05009
 Phone: (802) 295-9363

Website: whiteriver.va.gov

Valley Regional Hospital

243 Elm St, **Claremont, NH** 03743
 Phone: (603) 542-7771

Website: vrh.org

Vermont Children's Hospital

Located at Fletcher Allen Health Care: 111 Colchester Ave, **Burlington, VT** 05401
 Phone: (802) 847-5437

Website: fletcherallen.org/services/children/

WISE Housing

WISE works to provide emergency and longer-term housing to **people who do not have a safe place to stay as a direct result of domestic or sexual violence or stalking**. It can feel difficult to determine *why* the caller is without a place to stay right now and whether or not it is because of DV/SV/STK. Sometimes the call will be from another DV/SV organization asking if we have room in our shelter, and you can reply “no.” If the call is coming from an individual without housing wanting help finding a place to stay, you can learn more by saying, “*if you could tell me a little bit more about your situation I can try to help figure out what the best resource might be for you.*” Be listening for DV/SV/STK. Sometimes this will be immediately apparent and other times not so much. If it sounds like the person has been homeless for a while, or is having trouble with a non-romantic roommate/landlord, or paying their rent, you can make referrals to more appropriate resources listed in your resource manual.

If you hear DV/SV/STK you should **safety plan and brainstorm with the caller any housing options** that might exist.

- Are they in our service area? Can we refer them to their local agency or see if they have options?
- What are things that have worked on the past? Where have they stayed before/last night?
- Are there friends, family members or coworkers that they could stay with?
- Is there a neighbor that could “watch” their home or be on the lookout for unusual activity?
- Are they able to put themselves in a motel for the night?
- Do they feel comfortable calling the police? If they get an after-hours protective order the abuser will have to leave the home and/or by calling the PD the abuser could be arrested.
- A police officer might be willing to drive by their home a few times throughout the night.
- Explore Emergency Shelter options with backup
- In VT only, 211 can put victims of DV in emergency housing overnight*. To access emergency shelter through 211, the advocate will have to provide ‘verification’ of DV. In order to maintain confidentiality while providing verification, the advocate must either have the survivor on the phone with 211 and the advocate (via 3 way call or speakerphone if the advocate and survivor are in the same room), or have written permission from the survivor (this can be obtained via email to a staff member). From out of state, you can reach VT 211 by calling 1-866-652-4636

WISE’s Housing Resources

Emergency Shelter

WISE works to provide after-hours emergency shelter to people who are in *imminent danger* or are without a safe place to stay as *a direct result of DV/SV/STK* and have no other options. The most immediate option is usually a local hotel if rooms are available. Most stays are approved for one night only (or until the WISE office is open). **A WISE back-up person is the only one that can approve a hotel stay.** If you determine that there is a person who needs emergency shelter, the volunteer on first call should have the following information for their backup when they call for approval;

- What is the situation they are fleeing?
- What other housing options have you explored?
- Do they have children? Do they need a crib?
- Are they bringing a pet(s)?
- Where are they right now?
- Do they have transportation to WRJ? If not, how will they be able to get to the hotel. If they are local, sometimes WISE can call a taxi, however often cabs are unavailable or take a while.
- What is their plan for the morning after check out? Where will they go? How can an advocate be in touch first thing?
- Are the police involved? Will they be applying for a protective order?

The volunteer on first call should never guarantee the caller that WISE will be able to put them in an Emergency Shelter without first talking with their backup. If it sounds like Emergency Housing would be a good fit it's helpful to say; "*let me call my backup and see what other options might be available.*"

Safe Home

The WISE Safe Home/Shelter is in a confidential location within the Upper Valley. WISE staff and local PD are the only people who know where it is. Volunteer advocates would not be involved in any intake for new shelter guests. This would be done during the day with a staff advocate who would know about availability and be able to speak with survivors about our shelter and their particular circumstances. If a caller is asking about availability at the WISE shelter, please let them know that the shelter is full, but often in transition, and they could call during the day to speak with a staff advocate.

Calls from shelter guests

Please call your backup if:

- There is an emergency in the shelter.
- A shelter guest calls to say they will be out or returning. The backup must know how many people are in the shelter during their shift, for safety reasons.
- A shelter guest does not remember the code to get into the shelter and/or their room.

If shelter guests are calling the crisis line because they are feeling unsafe, be curious about what that means – what is making them feel unsafe?

- Have they heard from their perpetrator?
- Are other guests making them feel unsafe? Is their conflict between guests? Get more information about what that means:
 - Emotional safety: talk with guest about how to get through the night/weekend until they can process with WISE staff. Can they go to their room and lock the door, watch TV/read a book?
 - Physical safety: was there a physical assault that occurred? Is there a non-guest in the house? Is there substance abuse happening in the house?
 - Concerns about items being stolen. FYI, each room is locked individually.
 - If other guests are being noisy/messy/have different living expectations.

Communal living is so hard. Help strategize coping and/or communication strategies. Concerns can be brought up during the regular house meeting with the WISE housing advocate. Think about how to manage the issues for the night/weekend.

Housing Advocacy during Business Hours

WISE works closely with survivors on a host of housing-related issues during the day. This work focuses on helping survivors to identify, obtain, and maintain stable housing which can take on a variety of different forms. Survivors can access housing help including but not limited to assistance with:

- Applying for subsidized housing and housing vouchers
- Appealing housing decisions
- Locating affordable housing
- Negotiating situations with landlords
- Budgeting help
- Limited special assistance funds for rental assistance, security deposits etc.

New Hampshire Homeless Shelters

NH Housing by Category

Type of Housing	Agencies
Families	Southwestern Community Services; Friends Emergency Housing Program; My Friend's Place; Seacoast Family Promise; Bancroft House; Anne-Marie House; The Carey House; Laconia Area Community Land Trust; Families in Transition; Harbor Homes; Nashua Soup Kitchen and Shelter; The Bridge House; Cross Roads House; Homeless Center for Strafford County; Cheshire County Shelter
Single Men	Southwestern Community Services; McKenna House; My Friend's Place; The Carey House; Families in Transition; New Horizons; Helping Hands Outreach Ministries (for Substance-Abuse recovery); Harbor Homes; Nashua Soup Kitchen and Shelter; The Bridge House; Cross Roads House
Single Women	Southwestern Community Services; McKenna House; My Friend's Place; Bancroft House; The Carey House; Families in Transition; New Horizons; Harbor Homes; Marguerite's Place; Nashua Soup Kitchen and Shelter; The Bridge House; Cross Roads House; Homeless Shelter for Strafford County; Angie's Shelter for Women
Single Mothers	Southwestern Community Services; My Friend's Place; New Generation Inc.; The Carey House; Families in Transition; Harbor Homes; Marguerite's Place; Nashua Soup Kitchen and Shelter; Cross Roads House; Angie's Shelter for Women
Substance-Abuse Recovery	Headrest; Helping Hands Outreach Ministries
Seasonal	First Congregational Church Cold Weather Shelter

NH Housing Contact Information

NH Homelessness Crisis Line: 1-866-444-4211; or just dial 211

Southwestern Community Services Homeless Services Programs

96-102 Main St, **Claremont, NH 03743**
Phone: (603) 542-9528; Toll Free: 800-529-0005
Houses single men, women, and families

Website: scshelps.org/homelessServices.htm

Cheshire County Shelter

63 Community Way PO Box 603 **Keene, NH 03431**
Emergency Phone: (603) 357-1654
Monday - Friday Phone: (603) 352-7512
Provides emergency shelter 24/7. Four facilities in Cheshire and Sullivan counties

Website: scshelps.org/homelessServices.htm

The First Congregational Church Cold Weather Shelter

177 North Main St, **Concord, NH 03301**
Phone: (603) 225-5491; Website: concordfirstchurch.org/Cold-Weather-Shelter.html
Provides shelter during the winter months

Friends Emergency Housing Program

202 North State St, **Concord, NH 03301**
Phone: (603) 228-1462
Provides emergency shelter for families

Website: friendsprogram.org/emergency-housing

Salvation Army/ McKenna House

100 South Fruit St, **Concord, NH 03301**
Phone: (603) 228-3505 Website: concord.salvationarmy.org/concord/mckenna-house-shelter
Provides shelter for single men and women; residents are provided with a warm bed, three meals a day, toiletries, laundry services, clothing, and case management

My Friend's Place

Place 368 Washington St, **Dover, NH 03820**
Phone: (603) 749-3017 Website: myfriendsplacenhh.org
Provides emergency shelter and transitional housing for men, women, and families

Seacoast Family Promise

27 Hampton Rd, **Exeter, NH 03833**
Phone: (603) 658-8448 Website: seacoastfamilypromise.org
Local faith-based institutions provide private sleeping arrangements; families with children under 18 years old are admitted to the SFP program following an interview process

Bancroft House

PO Box 344, **Franconia, NH 03580**
Phone: (603) 823-8842 Website: thebancrofthouse.com/
Provides secure, temporary housing for 4 families, women, or children

New Generation, Inc.

568 Portsmouth Ave, **Greenland, NH 03840**
Phone: (603) 436-4989 Website: newgenennh.org
Provides shelter for homeless pregnant women and mothers of infants under 12 months old. Also, provides group housing and transitional apartments.

Anne-Marie House

180 Lowell Rd, **Hudson, NH 03051**

Phone: (603) 883-7338

Website: annemariehouse.org

Houses 26 bedrooms, a large kitchen, dining room, parlor, library, laundry room, family/playroom, offices, and conference rooms

Southwestern Community Services Homeless Services Programs

Cheshire County:

63 Community Way, **Keene, NH 03431**

Phone: (603) 352-7512; Toll Free: 800-529-0005

Website: scshelps.org/homelessServices.htm

Sullivan County:

96-102 Main Street PO Box 1338, **Claremont, NH 03743**

Phone: (603) 542-9528

Provides emergency shelter and transitional housing for men, women, and families

The Carey House

6 Spring St, **Laconia, NH 03246**

Phone: (603) 528-8086

Website: nne.salvationarmy.org/laconia

Has male and female wings; has a family wing for married couples with and without children and for single parents with children

Laconia Area Community Land Trust

658 Union Ave, **Laconia, NH 03246**

Phone: (603) 524-0747

Website: laclt.org

Provides transitional housing for families; assists in securing permanently affordable apartments in Laconia, Wolfeboro, Meredith, Tilton, and Ashland

Headrest

14 Church St, **Lebanon, NH 03766**

Office: (603) 448-4872

Website: headrest.org

Crisis Hotline: (603) 448-4400

Teen-Line: 800-639-6095

National Suicide Prevention Lifeline: 800-273-TALK

Provides housing for 90 days to individuals who have recently completed some form of substance abuse treatment; housing for substance abuse or mental health issues only; Office Hours: M-F 8-4

The Support Center at Burch House

260 Cottage Street, Suite E, **Littleton, NH**

Domestic & Sexual Violence Prevention 24 Hour Toll-Free Hotline: 1-800-774-0544

Shelter Services: (603)444-0624

Support: (603)444-0184

The Burch House Shelter is a 10 bedroom farmhouse that can house up to 15 women and children who are seeking safety from the immediate threat of abuse. It is staffed 24 hours a day and entrance to the shelter for victims in need is available by calling our 24 hour crisis line at 1-800-774-0544. The only requirement to be eligible for shelter services is the need to escape a current living situation because of imminent danger.

Families in Transition

122 Market St, **Manchester, NH 03101**

General Information Phone: (603) 641-9441

Website: housingbenefitsnh.org/

Emergency Shelter/Housing Phone for Manchester: 1-877-606-5173

Provides emergency shelter and temporary housing for individuals and families in Manchester, Concord, Dover, and Wolfeboro

New Horizons for New Hampshire

199 Manchester St, **Manchester, NH 03103**

Phone: (603) 668-1877

Website: newhorizonsfornh.org

Accommodates 63 men and 13 women (18+) in dormitory style sleeping areas

Angie's Shelter for Women

Manchester, NH 03103

Phone: (603) 668-2578

Website: <http://newhorizonsth.org/programs/angies-shelter-for-women/>

Angie's Shelter is a part of New Horizons.

Helping Hands Outreach Ministries, Inc.

50 Lowell St, **Manchester, NH 03105**

Phone: (603) 623-8778

Website: helpinghandsmanchesternh.com

The emergency/transitional site houses men with substance abuse problems; residents must go to AA meetings and do some volunteer work; must stay sober

Harbor Care

45 High St, **Nashua, NH 03060**

Housing Services Phone: (603) 882-3616

Health Services Phone: (603) 881-7788

Website: harborhomes.org

Will house males, females, and families; Office Hours M-F 8-5

Marguerite's Place

87 Palm St, **Nashua, NH 03060**

Phone: (603) 598-1582

Website: margueritesplace.org

Provides transitional housing for homeless women in crisis and their children for up to two years

Nashua Soup Kitchen & Shelters

2 Quincy St, **Nashua, NH 03060**

Phone: (603) 889-7770

Website: nsks.org

Two emergency shelters house men, women, and families; three transitional housing apartments allow families to pay minimal rent for up to two years

The Bridge House

260 Highland St, **Plymouth, NH 03264**

Phone: (603) 536-7631

Website: tbhshelter.org

20-plus bed homeless shelter serves men, women, and children. Provides transitional living support.

Cross Roads House, Inc.

600 Lafayette Rd, **Portsmouth, NH 03801**

24-hour Phone: (603) 436-2218

Website: crossroadshouse.org

Emergency and transitional shelter programs for adults and families

Homeless Center for Strafford County

9 Islinglas Dr, **Rochester, NH 03839**

Phone: (603) 332-3065

Website: homelesscenterforstraffco.org/index.html

Provides emergency shelter for women and families (including men with families) as well as 3-transitional housing units

Vermont Homeless Shelters

VT Housing by Category

Type of Housing	Agencies
Families	Bennington County Coalition; Groundworks Collaborative; Committee on Temporary Shelter; Charter House Coalition; Northeast Kingdom Community Action; Samaritan House; John Graham Emergency Shelter; Upper Valley Haven
Single Women	Good Samaritan Haven; Bennington County Coalition; Groundworks Collaborative; ANEW Place; Committee on Temporary Shelter; Open Door Mission; Samaritan House; John Graham Emergency Shelter; Upper Valley Haven
Single Men	Good Samaritan Haven; Bennington County Coalition; Groundworks Collaborative; ANEW Place; Committee on Temporary Shelter; Open Door Mission; Samaritan House; John Graham Emergency Shelter; Upper Valley Haven
Youth	Windsor County Youth Services; Vermont Coalition of Runaway and Homeless Youth Programs; Northeast Kingdom Community Action; Northeast Kingdom Youth Services
Seasonal	Good Samaritan Haven; Groundworks Collaborative; Charter House Coalition

VT Housing Contact Information

Good Samaritan Haven

105 North Seminary St, **Barre, VT 05641**

Phone: (802) 479-2294

Website: goodsamaritanhaven.org

Offers short term emergency overnight shelter to homeless adults (19 male and 11 female) as well as a seasonal overflow housing

Bennington County Coalition for the Homeless

966 Main Street, **Bennington, VT 05201**

Administration Office Phone / for Thatcher House: (802) 753-7205 Website: bcch-vt.org

Offers several housing options including the Good Shepherd Emergency Overnight Shelter, the Good Shepherd Drop-in Center, the Thatcher House emergency shelter for families, and the McCall Street transitional housing unit

Groundworks Collaborative

Shelter: 81 Royal Rd, **Brattleboro, VT 05302**; (802) 257-0066

Drop-In Center: 60 South Main St, **Brattleboro, VT 05302**; (802) 257-5415

Website: groundworksvt.org/

Provides 30 beds to families and individuals and provides them with many resources. Also includes a drop-in center and a seasonal overflow shelter

ANEW Place

89 North St, **Burlington, VT, 05401**

Phone: (802) 862-9879

Website: anewplacevt.org

Candidates for shelter must have at least 30 days sobriety; provides a community room, kitchen, separate men's and women's bathrooms and dorm-style living

Committee on Temporary Shelter

95 North Ave, **Burlington, VT 05402**

Case Management/Programs: (802) 864-7402

Website: cotsonline.org

Offers emergency, transitional, and permanent housing for individuals and families

Windsor County Youth Services

Girls only shelter ages 13-18 (House at 20 Mile Stream):

756 Main St, **Cavendish, VT 05153**; (802) 226-7500

Boys only shelter for ages 13-18 (Mountainside House):

6 Mill St, **Ludlow, VT 05149**; (802) 228-6880

Website: wcysvt.org

The House at 20 Mile Stream is a youth shelter for girls only ages 13-18; the Mountainside House is a youth shelter for boys only

Charter House Coalition

27 North Pleasant St, **Middlebury, VT 05753**

Phone: (802) 989-8621

Website: charterhousecoalition.org

Offers emergency shelter during the winter for families; transitional housing year-round for families

Vermont Coalition of Runaway & Homeless Youth Programs

Headquarters: 38 Elm St, **Montpelier, VT 05602**

Phone: (802) 229-9151

Website: vcrhyp.org

Offers shelter and transitional housing for youth ages 16 to 22 with locations across the state of Vermont

Northeast Kingdom Community Action

70 Main St, **Newport, VT 05855**

Phone: (802) 334-7316

Transitional housing: (802) 334-0184

Website: nekcavt.org

Provides housing for families and youth

Open Door Mission

31 Park St, **Rutland, VT 05701**

24-hour Office: (802) 775-5661 Website: www.cherr.org/community_resource/open-door-mission/

Shelter is open from 4pm-7am; other services include the David Dean Veterans Shelter (51 beds), the John Cassarino Overnight Shelter (15 beds, 14-night stay), the Soup Kitchen, and the Mission Thrift Store

Samaritan House, Inc.

24 Kingman St, **St. Albans, VT 05478**

Phone: (802) 527-0847

Website: timshouse.org/

Offers emergency shelter to homeless families and individuals; also has transitional apartments for individuals and families

Northeast Kingdom Youth Services

24 Bagley St, **St. Johnsbury, VT 05828**

24/7 Phone: (802) 748-8732

Website: nekys.org/

Serving the needs of all individuals, youth and families – including low income – in the Northeast Kingdom.

John W. Graham Emergency Shelter

69 Main St, **Vergennes, VT 05491**

Office: (802) 877-2677

Clients: (802) 870-7029

Website: johngrahamshelter.org

Provides emergency shelter for both individuals and families. Provides transitional housing.

Upper Valley Haven

713 Hartford Ave, **White River Junction, VT 05001**

Phone: (802) 295-6500

Website: uppervalleyhaven.org

For food assistance: (802) 478-1850

For shelter/housing assistance: (802) 478-1808

For household goods assistance: (802) 478-1808

Offers shelter for individuals and families as well as food assistance. Also has seasonal cold-weather shelter.

Willow Grove

Second Wind Foundation, 200 Olcott Drive, **White River Junction, VT 05001**

Phone: (802) 295-5206 and ask for Sarah in Will Grove Admissions

Email: SMekos@SecondWindFound.org Website: <http://secondwindfound.org/willow-grove/welcome/>

Willow Grove is a supportive transitional residence for women who are in the early stages of recovery from addiction. Willow Grove offers family-style, substance-free housing for residents who work or volunteer and pay modest rent for room and board.

Food Assistance Programs

Division of Health and Human Services

17 Water St, Ste. 301, Claremont, NH
Phone: (603) 542-9544; Toll-free: 1-800-982-1001
Website: dhhs.nh.gov/foryou/families.htm

Hours: M-F 8am-4pm

Food Stamp Program

129 Pleasant St, Concord, NH 03301
Phone: (603) 271-6941 (client services); Toll-free: 1-800-852-3345, ext. 6941
Food Stamp Services (SNAP) Phone: (603) 271-9700
Website: dhhs.nh.gov/dfa/foodstamps/index.htm

Hours: M-F 8am-4pm

WIC (Women, Infants, & Children) Program

Community Action Program Belknap -Merrimack Counties
WIC and CSFP (Belknap, Coos, Grafton and Merrimack Counties)
2 Industrial Park Drive Concord NH 03302
Tel 603-225-2050 or 1-800-578-2050
www.bm-cap.org/women-infant-and-children-wic

New Hampshire Commodity Supplemental Food Program

Call the CSPF agency in your area to set up an appointment. Free healthy food for seniors 60 years and older.

Community Action Program Belknap-Merrimack Counties, Inc.

Phone: (603) 225-3295
Phone: (603) 225-6880 (Concord)
Serves Belknap, Coos, Grafton, and Merrimack Counties.
Website: <https://bm-cap.org>

Goodwin Community Health

311 Route 108, Somersworth, NH 03878
Phone: (603) 749-2346
Website: <https://goodwinch.org/>
Serves Carroll and Strafford Counties.

Southern New Hampshire Services

Phone: (800) 256-9880 (Greater Manchester area and Rockingham County)
(877) 211-0723 (Greater Nashua Area)
Phone (603) 688-8010
Hearing Impaired: (800) 877 - 8339
Serves Hillsborough and Rockingham Counties.
Website: snhs.org/

Southwestern Community Services

Phone: (603) 352-7512 or (800) 529-0005
Website: <http://www.scshelps.org/default.htm>
Serves Cheshire and Sullivan Counties.

Vermont Social Services

2-1-1 is the number you dial to find out about hundreds of important community resources, like emergency food and shelter, disability services, counseling, senior services, healthcare, child care, drug and alcohol programs, legal assistance, transportation needs, educational and volunteer opportunities, and much more. Free & confidential, 24/7. **Dial 2-1-1, a local call from anywhere in Vermont, 1-866-652-4636 toll free in Vermont or 1-802-652-4636 from outside of Vermont.** Also visit vermont211.org

Social Welfare Emergency Service

103 South Main St, Waterbury, VT 05676
Phone: 1-800-287-0589

Economic Services District Offices

Barre

5 Perry St, Suite 150, Barre, VT 05641
Phone: 1-802-479-6151, or 800-499-0113 (toll free)

Bennington

200 Veteran's Memorial Dry, Suite 6, Bennington, VT 05201
Phone: 1-800-479-6151

Brattleboro

232 Main Street, 2nd Floor, Brattleboro, VT 05302
Phone: 1-800-479-6151

Burlington

119 Pearl St, John Zampieri State Office, 2nd Floor, Burlington, VT 05401
Phone: 1-800-479-6151

Hartford

118 Prospect St, White River Junction, VT 05001
Phone: 1-800-479-6151

Middlebury

156 South Village Green, Suite 201, Middlebury, VT 05753
Phone: 1-800-479-6151

Morrisville

63 Professional Drive, Suite 4, Morrisville, VT 05661
Phone: 1-800-479-6151

Newport

100 Main Street, Suite 240, Newport, VT 05855
Phone: 1-800-479-6151

Rutland

320 Asa Bloomer Building, 88 Merchants Row, Suite 320, Rutland, VT 05701
Phone: 1-800-479-6151

Springfield

100 Mineral St, Suite 201, Springfield, VT 05156
Phone: 1-800-479-6151

St. Albans

27 Federal St, Suite 400, St. Albans, VT 05478
Phone: 1-800-479-6151

St. Johnsbury

106 US Route 5, Suite 03, St. Johnsbury, VT 05819
1-800-479-6151

Food Assistance Programs

Vermont Food Stamp Program (3SquaresVT)

Phone: Toll-free: 1-800-479-6151 for district offices
Website: dcf.vermont.gov/benefits/3SquaresVT
Online Application: dcf.vermont.gov/mybenefits

Vermont Department of Health White River Junction District Office

118 Prospect St, Suite 300, White River Junction, VT 05001
Phone: (802) 281-4501 Toll-free: 888-253-8799
Email: AHS.VDHOLHWhiteRiverJunction@vermont.gov
Website: healthvermont.gov/local/white-river-junction
Serves: Northern Windsor and Southern Orange Counties

Vermont Department of Health Springfield District Office

100 Mineral St, Suite 104, Springfield, VT 05156
Phone: (802) 289-0600 or (802) 289-0592; Toll-free: 888-296-8151
Email: AHS.VDHOLHSpringfield@vermont.gov
Website: healthvermont.gov/local/springfield
Serves: Southern Windsor and Northern Windham Counties

Vermont WIC (Women, Infants, and Children) Program

Phone: Toll-free: 1-800-649-4357
Website: healthvermont.gov/family/wic
Email: WIC@vermont.gov

Agencies

BROC - Community Action in Southwestern Vermont

Bennington: (802) 447-7515

Rutland: (802) 775-0878; 1-800-717-2762

Website: www.broc.org

Provides services for economic development, food and nutrition, housing, clothing, energy conservation, and more

Capstone Community Action

Barre: (802) 479-1053; 1-800-639-1053

Bradford: (802) 222-5419

Morrisville: (802) 888-7993; 1-800-639-8710

Randolph: (802) 728-9506; 1-800-846-9506

Waitsfield: (802) 496-6900

Website: capstonevt.org

Provides services for workforce development, weatherization, transportation, economic development, family and community support, consulting, and more

Champlain Valley Office of Economic Opportunity (CVOEO)

Addison County: (802) 388-2285

Chittenden County: (802) 863- 6248

Franklin/Grand Isle Counties: (802) 527-7392

Website: cvoeo.org

Provides assistance with fuel, housing, income tax, food, and more

Northeast Kingdom Community Action (NEKCA)

Phone: (802) 334-7316; Email: info@nekcavt.org

Website: nekcavt.org

Emergencies (Youth Crisis): (802) 334-7316 (8am-4:30pm)

Provides assistance with fuel, fuel, housing, temporary shelter, and more

Southeastern Vermont Community Action (SEVCA)

Main Office: (802) 722-4575; Toll Free: (800) 464-9951

Brattleboro: (802) 254-2795

Hartford: (802) 295-5215

Springfield: (802) 885-6153

Email: sevca@sevca.org

Westminster: (802) 722-4575; 1-800-464-9951

Website: sevca.org

Provides services for economic development, families, weatherization, home repair, clothing, and more

VT Helpline/Homeless Outreach

PO Box 111, Essex Junction, VT 05453 Email: info@vermont211.org

Website: vermont211.org

Phone: 2-1-1, (866) 652-4636 (toll free), (802) 652-4636 Text: text zip code to 898211 (8am-8pm)

Deaf Vermonters Advocacy Services

PO Box 61, South Barre, VT 05670

Rebecca Lalanne: (802) 461-4707 (Voice / Videophone), RebeccaDVAS@gmail.com, TTY: (720)235-6539

Provides training to lawyers and other criminal justice service providers; works directly with deaf and hard of hearing victims of crime; if you do not have TTY, call 7-1-1 and give the operator these numbers.

Social Security

330 ASA Bloomer Building 88 Merchants Row Rutland, VT 05701

Phone 1-866-690-1944 or

TTY: 1-802-773-3202

Disability, death benefits, and retirement

New Hampshire Emergency Food

Food Pantries

Mascoma Area Senior Center

1166 US Route 4, PO Box 210, **Canaan, NH 03741**
Phone: (603) 523-4333
Website: gcscc.org/mascoma.html

Hours: M-F 8am-3pm

Enfield Town Offices

23 Main St, **Enfield, NH 03748**
Phone: (603) 632-5001 Hours: M-W-F 8:30am-3:30pm, T 9:30am-4:30pm, Th 11:00am-7:00pm
Website: <https://www.enfield.nh.us/>

Headrest

14 Church St, **Lebanon, NH, 03766**
Phone: (603) 448-4872, Crisis: (603) 448-4400, Teen Line: 800-639-6095, National Suicide Prevention
Phone: 800-273-TALK
Website: headrest.org/

Lebanon First Baptist Church

11 School St, **Lebanon, NH 3766**
Phone: (603) 448-5618 Hours: T-F 9am-1pm
Website: lebfirrstbaptist.com/

LISTEN Community Services

Main office: 60 Hanover St, **Lebanon, NH, 03766**
Phone: (603) 448-4553 Hours: M-F 9am-5pm and Sunday 3-5pm
White River Junction Thrift Shop, Teen Center, Community Dinners: 42 Maple St., WRJ, VT 05001
Phone: (802) 295-9217 Hours: M-S 10am-5pm, Su 12pm-5pm
Website: <http://www.listencs.org/community-dinners>

Wellspring Worship Center

407 North Main St, **West Lebanon, NH 03784**
Phone: (603) 643-2700
Website: wellspringworship.org/

West Lebanon Congregational Church

18 Maple St, **West Lebanon, NH 03784**
Phone: (603) 298-8096 Hours: M-F 9am-1pm
Website: westlebcc.org/

Upper Valley Haven

713 Hartford Ave, **White River Junction, VT, 05001**
Phone: (802) 295-6500 Hours: M-Th 8:30 am-6pm, F 8:30am-4pm
Website: uppervalleyhaven.org/

Christ Community Church Food Pantry

1259 Route 12A, Plainfield NH, 03781 Hours: 1st Thursday and 3rd Friday and Saturday, 9am-12pm (Fresh produce available at Cornish Flat Fire Station every Wednesday from 12:30pm-3:30pm)
Phone: (603) 675- 5673
Website: redbarnchurch.com/

Lebanon Pocket Pantry

A 24-hour accessible food pantry that is fixed to the outside of the Lebanon Community Services Hanover Street building and can be accessed at any time by those who need it.

Free Community Dinners

Fridays: Our Savior Lutheran Church, 5 Summer St, Hanover, NH, 5-6pm, (603) 643-3703

Canaan Senior Center

Route 4, Canaan NH, 03741 Mondays 5-6 pm

Other Resources in Community:

Caring Neighbors of Plainfield

Contact the Plainfield Community Resource Director to access the group- (603) 469-3201
Local group serving Plainfield and Meriden NH providing assistance with small jobs (e.g. rides, light bulb changes, hot meals).

Vermont Emergency Food

Food Pantries

Bethel Area Food Shelf

129 Church St, **Bethel, VT** 05032

General Phone: (802) 234-9988, Paula Beal (director): (802) 234-6359, Kathy Hartman: (802) 345-6031

Hours: M 12-2pm, W 4-6pm

Email: bethefoodshelf@gmail.com

Website: <https://www.vtfarmtoplate.com/organization/bethel-area-food-shelf#.XS9NnPJKjIU>

Bradford Churches Food Shelf

172 Main St, **Bradford, VT** 05033

Phone: (802) 222-5108

Hours: M-T 3-4pm, F 11 am-12pm

Hartland Congregational Church

10 Station Rd, **Hartland, VT** 05048

Phone: (802) 436-2592

Hours: F 8-10am

Springfield Family Center

365 Summer St, **Springfield, VT** 05156

Phone: (802) 885-3646

Website: springfieldmed.org/springfield-family-center/

Hours: M-F 9am-3pm, S 10:30am-12pm

Thetford Food Shelf

3910 VT Route 113, **Thetford Center, VT** 05075

Phone: (802) 785-2922

Hours: T, Th 10am-12pm

West Fairlee Community Food Shelf

870 VT Route 113 Town Offices, **West Fairlee, VT** 05083

Phone: (802) 333-4857

Hours: W 3-6pm

Reading-West Windsor Food Shelf

3456 Tyson Rd, **West Windsor, VT** 05149

Phone: (802) 484-5097

Website: rwwfoodshelf.org/

Serves Reading, West Windsor, and Plymouth

Hours: M 2-4pm, Th 4-6pm

Upper Valley Haven

713 Hartford Ave, **White River Junction, VT** 05001

Phone: (802) 295-6500

Website: uppervalleyhaven.org/programs/food-shelf/

Hours: M 8:30am-6pm, T-F 8:30am-4pm

Valley Bible Church in WRJ

851 Fairview Terrace, **White River Junction, VT** 05001

Phone: (802) 295-5000

Hours: 1st and 3rd Th 1-3pm, 2nd and 4th Th, 6-7pm

Trinity Evangelical Free church

44 Main St, **Windsor VT**, 05089

Phone: (802) 674-6781

Hours: Open last three full weeks of the month

Website: trinitywindsor.com/food-shelf/

T/TH- 5:30-6:30pm W- 10:30- 12:00pm

Woodstock Community Food Shelf

217 Maxham Meadow Way, **Woodstock, VT** 05091

Phone: (802) 457-1185

Website: woodstockfoodshelf.org/

Hours: M 4pm-6pm, W 1pm-3pm, Sat 10am-12pm

Randolph Area Food Shelf

12 Prince St, Unit #3, **Randolph VT**, 05060

Phone: (802) 431-0144

Email: info@randolphareafoodshelf.org

Serves Randolph, Braintree, Brookfield, and East Granville.

Website: randolphareafoodshelf.org

Hours: MWF- 3-5pm, Tu- 1-5pm, Th- 5-7pm

Tunbridge Church Community Food Shelf

273 Vermont Route 110, **Tunbridge VT**, 05077

Website: tunbridgechurch.org/community-service/#foodshelf

Phone: (802) 889-9828

Hours: F 4-6pm

Sharon Congregational Church Foodshelf at the Lighthouse

Corner of Rt. 14 and Rt. 132, **Sharon, VT**, 0506

Hours: T&Th 4:30-6:30 pm

Phone: (802) 763-2007

Website: sharonytcongchurch.org/about/lighthouse/foodshelf/

Vermont Foodbank

Phone: 1-800-585-2265

Website: vtfoodbank.org

Email: info@vtfoodbank.org

Vermont Foodbank works with over 225 network and agency partners to provide nutritious food in each county in the state. It has three warehouse locations.

Willing Hands

Lebanon, NH

Phone: 802-698- 0265

Website: willinghands.org

Every week, year around and free of charge, Willing Hands delivers food to 50+local organizations.

Barre Distribution Center

33 Parker Road, **Barre, VT** 05641

Phone: (802) 476-3341

Brattleboro Distribution Center

22 Browne Court Unit #108, **Brattleboro, VT** 05301

Phone: (802) 246-0993

Rutland Distribution Center

92 Park Street, **Rutland, VT** 05701

Phone: (802) 747-7984

Free Community Dinners

Monday-Saturday: LISTEN Community Services, 42 Maple St, Hartford, VT, 5pm doors open at 4pm,
Phone: (802) 698-8764; Website: listencommunityservices.org/community-dinners/

Hand in Hand- Unitarian Universalist Church

7 Church Street, **Woodstock VT, 05091**

Thursdays 5-7pm

First Congregational Church of Hartland

Call (802) 436-2224 to see if meals are running. Meals ran all winter 2017, potential for meals in winter 2018.

Other Resources in Community

Volunteers in Action

54 Main St. **Windsor VT, 05089**

Phone: (802) 674-5971

A program from Mt. Ascutney Hospital in Windsor that provides caring volunteers of all ages who assist neighbors in need of a helping hand. Most frequently used services are: transportation, visitation, and food shopping.

Office of Home Heating Fuel Assistance

103 South Main Street **Waterbury, VT 05617**

Phone: (800) 479-6151

This fuel program is administered by DCF/Economic Services and funded by the Federal Government

SEVCA - Southeastern VT Community Action

Phone (**Springfield**): (802) 885-6153

Phone (**White River Junction**): (802) 295-5215

Offers help with heating emergencies including: electric shut-offs, pre-buys discounts, and payment plan fuel cost assistance; oil, kerosene, propane, and wood deliveries. Also provides weatherization services to reduce fuel cost.

Travel and Transportation

Travel and Gas Vouchers

LISTEN Community Services

60 Hanover St, **Lebanon, NH**

Phone: (603) 448-4553

Offers gas vouchers once per month

The Current

Phone: (888) 869-6287

Serves Windham County and Lower Windsor County; must qualify for voucher

Public Transportation

Advance Transit Upper Valley

PO Box 1027, **Wilder, VT 05088**

Phone: 802-295-1824

Website: advancetransit.com

Email: rideAT@advancetransit.com. Provides free transportation in the Upper Valley, runs M-F 5am-7pm except certain holidays (times vary by route), visit their website to view the schedule and routes, use the Bus Stop Finder tool to find a route to any address.

*Rideshare section on website for transportation to additional locations.

Dartmouth Coach

13 Labombard Road, Lebanon Transportation Center, **Lebanon, NH 03766**

Phone: (603) 448-2800, (800) 637-0123 (toll free)

Website: dartmouthcoach.com

Provides transportation to New York City, New London, South Station, and Logan Airport, tickets range from \$33-\$80 depending on your destination

Greyhound

44 Sykes Mountain Ave, **White River Junction, VT 05001** (additional stops in Lebanon, Woodstock, Bellows Falls, and more)

Phone: (800) 231-2222 (toll free) Phone: (802) 698-8486

Website: greyhound.com

Provides intercity bus transportation, ticket prices vary by destination

Stagecoach Transportation Services

1 L St, **Randolph, VT 05060**

Phone: (802) 728-3773, Toll-free: 1-800-427-3553

Website: stagecoach-rides.org

Community transportation serving Orange and Northern Windsor Counties, ticket prices vary by destination, provides transportation to/from medical and therapy appointments for people with VT Medicaid or a third-party payer, e.g. Association for the Blind, Stagecoach is located in VT and will transport to NH

Southern Vermont Transit (SEVT): Moover (formerly The Current)

Phone: 802-460-7433 Toll free: 1-888-869-6287

Website: moover.com

Moover serves Windham and South Windsor Counties via bus routes, vans for the elderly or disabled, and volunteer drivers.

Personal Transportation Services

Apex Cab

365 Choate Road, **Canaan, NH, 03748**
Phone: (603) 252-8294

Website: apexcarservice.com

Big Yellow Taxi

94 Bowling Ln, **White River Junction, VT, 05001**
Office Phone: (802) 296-2733
NH Dispatch Phone: (603) 643-8294
VT Dispatch Phone: (802) 281-8294

Brevels Transportation

Phone for VT: 802-281-8294
Phone for NH: 603-643-8294

G Mac Taxi

Phone: 802-738-9952

Joe's Transport

Phone: 603-667-8299

Grafton County Senior Citizens Council

Building: 10 Campbell St, **Lebanon, NH 03766** Mailing: PO Box 433, Lebanon, NH 03766
Phone: (603) 448-4897 Website: gcsc.org

Mascoma: 1166 US Route 4, Canaan, NH 03741, Phone: 603-523-4333

Upper Valley: 10 Campbell St, Lebanon, NH 03766, Phone: 603-448-4213

Lift-equipped mini buses provide transportation to medical or other appointments, shopping centers and the senior centers for those who can no longer drive, optional contribution to defray costs

P&P's Twin State Taxi

388 S Main St, **White River Junction, VT, 05001**
Phone: (802) 295-7878

Hours: 5am-5pm

Special Services Transportation Agency

2091 Main St, **Colchester, VT 05446**
Phone: (802) 878-1527 Website: sstarides.org
Provides accessible transportation for people who have specialized mobility needs

Good News Garage

331 North Winooski Avenue **Burlington, VT 05401**
Phone: (802) 864-3667,
Toll-free (877) 448-3288 Website: goodnewsgarage.org
A car donation nonprofit that provides affordable and reliable transportation options for people in need.
Must be enrolled in the state of Vermont Reach Up program in order to qualify for vehicle.

Clothing

The Green Mountain Chapter of the American Red Cross

81 High St, Brattleboro, VT 05301

Phone: (802) 254-2377

The Northern Vermont Chapter of the American Red Cross

29 Mansfield Ave, Burlington, VT 05401

Phone: (802) 660-9130; Toll-free: (800) 660-9130

American Red Cross of New Hampshire

2 Maitland St, Concord, NH 03301

Phone: (603) 225-6697; Toll-free: 1-800-464-6692

The Central Vermont and New Hampshire Valley Chapter of the American Red Cross

117 Strong's Ave, Rutland, VT 05701

Phone: (802) 773-9159

Salvation Army Thrift Store

7 Martin Drive, West Lebanon, NH 03784

Phone: (603) 298-8724

Hours: M-S 9am-7pm

The Haven

713 Hartford Ave, White River Junction, VT 05001

Phone: (802) 295-6500 Hours: M-F 8:30am-4pm

Offers emergency clothing or a voucher for clothes at local thrift stores

SEVCA Good Buy Thrift Store

45 Rockingham St, Bellows Falls, VT 05101

Phone: (802) 463-9084 Hours: M-Sat 10am-4pm

676 Hartford Ave, White River Junction, VT 05001

Phone: (802) 359-4183 Hours: M-Sat 10am-4pm

23 Main St, Springfield, VT 05156

Phone: (802) 885-7074 Hours: M-Sat 10am-4pm

LISTEN Center Thrift Store

236 Rte. 4, Canaan, NH 03741

Phone: (603) 632-5331

60 Hanover St, Lebanon, NH 03766

Phone: (603) 448-1294

42 Maple St, White River Junction, VT 05001

Phone: (802) 295-9217

LISTEN Center Thrift Furniture Store

608 N. Main St. White River Junction, VT 05001

Phone: (802) 698-8914

WISE After-Hours Emergency Room/Department Calls

People should be screened for domestic and sexual violence at the Emergency Room, although different facilities have different protocols for who they screen. When someone goes to an Emergency Department and screens positively or is there for emergent DV/SV-related care the facility calls WISE and an advocate automatically goes to meet them at the hospital.

Sexual Assault Exam (by a Sexual Assault Nurse Examiner - SANE)

- Sexual assault in last 10 days (at DH, may be 3 or 5 days at Mt. Ascutney)
 - Medical care
 - Evidence collection (SANE Kit) up to 5 days – can be done anonymously
 - This exam can take 4-5 hours if done by a SANE, longer if done by others
- Sexual assault prior to last 10 days
 - Medical care is still available
- At DH: if there is a SANE on-call and the assault happened within the last 10 days, the SANE should be called whether or not evidence will be collected.
- At Mt. Ascutney call if within past 5 days for SANE.

If going to the hospital after a sexual assault and considering having evidence collected for use now or in the future, the following is ideal in terms of evidence, but survivor's comfort is IMPORTANT (i.e., *when possible without causing too much discomfort*):

Try to avoid:

- Brushing teeth
- Eating
- Drinking
- Showering
- Going to the bathroom (or drip dry)

Bring:

- The clothes that were worn during the assault, especially underwear, in a brown paper bag if possible. These clothes will be considered evidence and will not be given back. It is the survivor's choice to give them.

WISE advocates respond to the following facilities:

Dartmouth Hitchcock Medical Center (DHMC), Lebanon NH: Check in with the person at the desk just inside the ED waiting room doors as you come in from the parking lot (you can park in the ED parking lot. If there is no space, pull up in front of the ED and let Security know). They will let the charge nurse know you're there and send you in (unlock the doors) when they are ready for you in the ED. Go through the solid double doors and speak to the Charge Nurse at the big desk to the left.

Alice Peck Day (APD), Lebanon NH: go to the ER and check in with the person in the booth in the waiting room. They will send you in after alerting the provider.

Mt. Ascutney Hospital, Windsor VT: follow the signs to the Emergency Department and check in at the front desk. The person there will connect you to the provider/patient.

Dick's House, Dartmouth Health Services, Hanover NH: is a white building that says "5 Rope Ferry Road" on the front of the building. You may park in the lot on the Maynard Street side of the building. The 24-hour clinic will be to your left as you enter. Check in with whomever is at the front desk.

Veteran's Administration (VA) Hospital, White River Junction VT: check in at the front desk and they will make the connection to the provider and survivor.

Cottage Hospital, Woodsville, NH: This is a new to us hospital. If someone calls seeking advocacy, ask for a bit of information, and if there is an opportunity to speak with the survivor by phone or telehealth. If

the hospital, or your assessment, call for in person support, ask for information about where to check in and give them a reasonable time estimate for arrival.

Sometimes there is a short wait in any of the facilities. There are also times that we have to wait a bit longer. This may be due to a medical procedure, the presence of the perpetrator or some other reason. We generally wait in the waiting room. Some patients are told that a WISE advocate is coming in advance, while others are told after you arrive. Each person responds differently to this information: relief; curiosity; and fear are some possible reactions.

Every once in a while, the person does not want to talk to us. If you have materials with you (WISE card, brochure, etc.) you can ask the provider if they think it would be useful to leave information. Remind the provider of the safety concerns if the perpetrator is someone who has an ongoing presence in the survivor's life.

If the perpetrator is present, pay attention to your gut feelings regarding safety and respond accordingly. Perpetrators generally have no reason to know who you are but there could be an exceptional circumstance. If you have concerns, you can call Back-up or leave if you think that is warranted for safety. Staff/Security can also be helpful if you have concerns.

Sexual Assaults

If the assault was perpetrated within the last 10 days, a sexual assault exam is appropriate. If it has been more than 5 days, medical care and photography is available at DH, but not specific evidence collection with a kit. An advocate is expected to make sure that a survivor's options have been explained sensitively and without bias.

At Cottage Hospital and the VA: these hospitals do not have a SANE program so we will inform the survivor about possible SANE options at DHMC. If there is not a SANE available at DHMC, or the patient does not want to go, evidence can be collected (if it is within 5 days) and sexual assault care provided. A doctor will do the exam with support from a nurse.

Dick's House: sexual assault exams are not done. Safety & Security can transport to DHMC. S & S does NOT have to know why a student is going to the ED. They may ask. An advocate can remind the victim that they do not have to answer this question. S & S will, however, alert the Dean-on-Call that they are doing a transport. The hospital will NOT release information to the Dean or anyone else without patient permission.

At DHMC: A SANE is called if it is within 10 days of the assault. Even if there is not a SANE on call, the charge nurse should try to get one to go in. They will provide care and photograph injuries. The kit evidence can be done if it is within 5 days.

The SANE program at DHMC also travels to provide on site evidence collection and exams at **APD** and **Mount Ascutney**. The process will be largely the same. In the event that a SANE is not available to travel to Mount Ascutney, they may offer that the survivor can choose between having another hospital staff conduct the exam with telephonic support from a SANE, travel to DHMC, or come back at a later time.

Sexual Assault Evidence:

- If the assault happened in NH, kit evidence can be collected within 5 days of the assault.
- If the assault happened in VT, kit evidence can be collected within 3 days and up to 5 days at the discretion of the examiner, based on the specifics of the assault.

Healthcare

- DH SANEs will do other evidence collection and documentation including photography for up to 10 days after the assault.
- The exam can take around 4-5 hours when done by an experienced SANE, but time varies.

Drug testing:

If there is a possibility that the patient has been drugged unknowingly, i.e., reports being more intoxicated than they would expect based on what they knowingly drank/took or if they are feeling impaired and didn't knowingly self-intoxicate at all, talk about the options with the survivor and SANE.

- Drug testing is not done automatically as part of an exam. Often drugs used to facilitate sexual assault leave the system before the survivor is able to get to the hospital and won't show up on tests. Other drugs, which may have been taken recreationally could show up and would be a part of the evidence collection. If the survivor would like to be tested for drugs:
 - NH assault: A urine sample will be collected if the crime was committed within 3 days prior to exam (blood and urine if within 48 hours). The urine should be put on ice. In the event this does not appear to be happening, you can respectfully mention it.
 - VT assault: A urine sample will be collected if the assault was within 24 hours. Sample is sent to VT Forensic Lab and held for up to 90 days. Patient must send a letter requesting testing (letter provided, they just have to sign it). Results are sent directly to patient.

Other care: Every patient is assessed physically and mentally/emotionally. They may be examined by a counselor or Psychiatry resident at the discretion of the doctor/SANE or if the patient requests it.

- If there are **physical injuries** beyond the sexual assault, they will be addressed (e.g., x-rays, etc.).
- Every sexual assault patient is offered **pregnancy and STI prophylaxes** if appropriate, including HIV if it meets risk criteria as determined by the Infectious Diseases Department.
 - NH assault: HIVnPEP is paid for only if a kit is done, but it can be anonymous and does not have to have all steps completed.
 - If provider declines offering Plan B (the pregnancy prophylaxis) due to philosophical beliefs, the ob/gyn on call will prescribe it.
- A survivor can request that the SANE do an exam for medical purposes only, i.e. no evidence collection. Beyond 5 days, photos and other documentation as well as care can be provided.
- It is possible that the survivor hasn't eaten for a while. We can advocate for providing food but it is not recommended to eat or drink before any evidence is taken from the mouth.
- One room at the DHMC ED has a **shower**. If the patient is not in that room it is appropriate to advocate for a shower to be made available for the survivor.
- WISE provides t-shirts, sweats, underwear. They are in a locker in the women's locker room. The SANE knows where they are and can get the clothing.
- Photos that are taken are kept in the medical file, not in the kit (if kit evidence collection was done). If the survivor would like them released for an investigation, she will have the option of signing a release at that time.
- If the patient was assaulted within the last 10+/- days, the SANE should be called at DH WHETHER OR NOT THE SURVIVOR WANTS EVIDENCE COLLECTED. If this is not happening, ask the charge nurse to call a SANE.

Having evidence collected anonymously:

- In both states evidence collection can be done anonymously to gather evidence while giving the patient time to decide whether or not they want to give a statement to law enforcement.
- If done anonymously, the patient will be given a number that corresponds to the kit and if they decide they would like to report, they can call the police department in the town where the crime was committed to provide a statement.
 - In NH the kit will be logged at the lab and saved for at least 60 days at the police department in the jurisdiction of the crime. Some departments hold them longer
 - For a VT assault, the kit is sent to the state lab whether or not it is done anonymously. DNA will be run through the database. If there is a match, they will attempt to contact the victim through the hospital.

Police Investigation/Statements:

- The victim can usually schedule a time to make a complete statement to the police.
 - In NH: statement is made to the police jurisdiction in which crime was committed
 - In VT: forensic interview is scheduled with the Special Investigations Unit (SIU)
- If the police are at the ED/ER, the victim has the right to **not** give a statement.
- Giving a statement is the first step in a police investigation – it does not guarantee that the crime will be prosecuted. Police may also use statements to investigate crimes that they believe the victim has committed.
- If law enforcement is not there but the victim would like to give a statement right away, providers can call the appropriate department (where the crime was perpetrated).
- Due to trauma/stress/exhaustion, the victim may want to wait before giving a full statement.
- It may be helpful for investigation if law enforcement gets “who, what, where” right away to collect evidence or arrest perpetrator, although arrests are rare. WISE can support survivors who follow up with police at a later time.
 - If the crime was committed in WISE’s area in NH, an advocate can meet the victim at the appropriate police station. It is best practice for the report to be made by interview, NOT as a written statement. If the survivor is a child, the interview will be done at the Grafton Child Advocacy Center.
 - If it is in WISE’s area in VT, the interview can be done by the forensic interviewer through the SIU (preferred). WISE can make this happen during business hours. Coordinate with the office.
- If the assault was in another area, the victim can get support from the local organization for this part of the process. WISE can make that connection.
- If it was anonymous, the kit number will be paired with the statement for the investigation. Once a statement is given, it is the state’s choice to take the case forward or not, although generally nothing will be done without the involvement of the victim (because they need the victim as a “witness”).
- Police appreciate reports earlier rather than later as it means they may be able to collect other evidence at the scene of the crime which might be gone if the information is shared later; this does not mean that a report cannot be made later, only that there may be some grumbling about lost evidence and it may impact the potential for prosecution.

People under 18:

- Anonymous care is not an option if under 18; the hospital is required to make a report to child protection. If the survivor is under 14 in NH and 12 in VT, they need parental consent for care.

Healthcare

- If under 12 or pre-pubescent, care at DH will usually be given at the Child Advocacy and Protection Program (CAPP), not in ED unless emergent. Children can refuse care.
- During the day, SANE's will respond to Mount Ascutney for 16+, under 16 will be transported to DHMC where CAPP will respond.
- For a younger (closer to 12 or under) victim/survivor, there usually is no speculum exam, unless there's bleeding.
- CAPP provider on call can be paged by calling DHMC 650-5000.

Reporting:

The provider is required to report to protective services or the police if the patient:

- Is under 18;
- Is "incapacitated" (unable to manage or delegate affairs);
- Has experienced "serious bodily injury" (harm which causes/could cause protracted impairment to health/function of any part of the body). This report is anonymous and won't share identifying information.
- It is NOT an automatic report if the survivor is over 65, but the hospital may decide to report to adult protective services.

Billing:

NH assault:

- The cost of the SANE kit exam is covered by the state automatically.
- Other care **related to the assault** is reimbursed by Victims Compensation.
- HIV prophylaxis is covered if a kit is done (can be anonymous and does not have to be complete).
- An additional follow-up exam (up to \$200) as well as 20 mental health care visits can be covered by Victim's Compensation if assault is reported to law enforcement.
- If the exam is after 5 days and/or there is no kit done, the state will not pay for it unless the patient applies for Victims' Compensation which would require a police report or a restraining order to be filed. Then cost of care related to the assault can be reimbursed.

VT assault:

- If the victim has private insurance it may be billed, if they do not have private insurance the cost of the exam is covered by the Vermont Center for Crime Victim Services (VCCVS).
 - Victims can complete a "Personal Health Information Form" to allow some treatment to be kept off of insurance records sent anywhere other than to the victim directly. (This can be a concern for victims on their parent's or partner's insurance – i.e. Dartmouth students or DV. It is still possible that the policyholder will see something relating to the exam when reviewing insurance coverage.)
- 2 follow-ups and 20 mental health care visits are covered;
- HIV prophylaxis is covered even if a kit is not completed;
- If the exam is after 5 days and/or there is no kit done, the state will not pay for the exam unless the patient is approved for Victims' Compensation which requires a police report be made and probable cause be found by law enforcement or the State's Attorney. The care can then be reimbursed for.

If the assault happened in another state, it will be self-pay and WISE can work with victims around state-specific reimbursement.

If there is no SANE available, be sure the provider knows to work with billing to ensure that insurance is not being billed, in particular if assault was in VT.

Hospital Advocacy Other than Sexual Assaults

Victims' Compensation other than sexual assault: States pay some costs associated with being the victim of a crime including related medical costs, counseling by a licensed provider, some relocation costs and some other non-property reimbursements.

- In NH if it is reported to law enforcement and/OR there is a protective order in place.
- In VT if it is reported to law enforcement AND they find “probable cause”.

Photos when no SANE is available (DHMC): If a survivor has injuries and would like photos taken but the police are not coming, we can advocate for this. If the provider does not seem to be able to help, someone can ask the Charge Nurse to contact the Unit Supervisor about wanting photographs taken. The Supervisors know where the camera is and who is available to take photos. If they are not in the ED at the time, the supervisor themselves may come in to do it. Photographs should be taken by medical personnel or police. **We/you DO NOT photograph.**

Forensic exams for DV: ED staff at DHMC, APD, and Mount Ascutney should call a SANE if a survivor is presenting with injuries that are a result of domestic violence from the past 10 days. It is appropriate to advocate for this.

Patient Portal (DHMC): Lab results, x-rays, and CAT scans will automatically populate to patient portal pages (myDH). While any notes from a forensic exam will remain hidden from the portal, if there are other labs or medical procedures, these may show up. This might be something to consider for DV survivors you meet with at DH who have spouses that have access to their portal pages at home. Some things you can talk over with a survivor if this is a worry:

- Think about changing their portal page password.
- If this is not possible and/or someone else has “proxy access” you can work with the nurse to deactivate their page. They may also be able to send an email that there’s “technical difficulties” with the page in order to eliminate suspicion.

Trafficking victim exams/documentation: The ED staff at DHMC, APD, and Mount Ascutney should call a SANE if a survivor is presenting with concerns/injuries related to being trafficked.

General Information:

- Make sure ED staff knows who you are.
- Do not stand outside of patients' rooms for any length of time, it is a confidentiality concern, and can make people uncomfortable or raise suspicion.
- Let SANE/staff know when you are leaving the ED even if you never met with the patient. They may have other people that it would be helpful for you to meet with.

Strangulation

Definition: A form of asphyxia characterized by closure of the blood vessels and air passages of the neck as a result of external pressure on the neck.

- This is different from “choking” which means to have the trachea partly or entirely blocked by a foreign object (i.e. food).
- Asphyxia is a condition arising when the body is deprived of oxygen, causing unconsciousness or death.

Types of Strangulation: Manual (most common), hanging, chokehold, ligature (using another object)

Fatality: Death will occur within 4-5 minutes if strangulation persists.

Signs and Symptoms: Vary, depending on the method used and the duration

- Throat- voice changes, difficulty swallowing, swelling of the neck
- Neck injuries- scratches, abrasions, contusions, thumb impressions (caused either by actual strangulation or victim attempting to remove strangulation device)
- Restlessness and combativeness
- Bladder and bowel incontinence- a good indicator that there was a loss of consciousness
- Lung injuries and changes in breathing patterns
- Contusions behind ears, jaw line, submandibular area
- Tongue injuries- edema (swelling) and bite wounds (from victim)
- Chin abrasion- a protective mechanism in which the victim tries to protect their neck by bringing chin to chest
- Ligature marks- may resemble natural folds of the neck; the presence of jewelry can cause ligature-type marks even when the sole mechanism of injury was manual strangulation
- Petechiae- burst capillaries occurring cephalad to the point of pressure; may be found under and on eyelids, periorbital areas, face, scalp, and neck; also look at lower lip and hairline
- Psychiatric- memory loss, depression, anxiety, suicidal ideation, PTSD, nightmares
- Miscellaneous- dizziness, tinnitus (ringing or buzzing of the ears), acid reflux

Things to keep in mind in terms of advocacy:

Strangulation victims are **consistently under-evaluated in emergency departments** due to a lack of visible injury, which often correlates with lack of thorough evaluation. Patients may frequently be dismissed as hysterical, emotionally labile, intoxicated, and/or exaggerating assault details. There is a high lethality rate with strangulation, and an increase of danger with each incident. Strangulation is a felony. A proper examination and documentation is important.

Hospitals

The University of Vermont Health Network - Central Vermont Medical Center

130 Fisher Rd, **Berlin, VT 05602**

Phone: (802) 371-4100

The University of Vermont Medical Center

111 Colchester Ave, **Burlington, VT 05401**

Phone: (802) 847-0000

Valley Regional Hospital

243 Elm St, **Claremont, NH 03743**

Phone: (603) 542-7771

Alice Peck Day Memorial Hospital

10 Alice Peck Day Dr, **Lebanon, NH 03766**

Phone: (603) 448-3121

Dartmouth-Hitchcock Medical Center (DHMC)

1 Medical Drive Dr, **Lebanon, NH 03766**

Phone: (603) 650-5000

The University of Vermont Health Network - Porter Medical Center

115 Porter Dr, **Middlebury, VT 05753**

Phone: (802) 388-4701

Gifford Medical Center

44 South Main St, **Randolph, VT 05060**

Phone: (802) 728-7000

Rutland Regional Medical Center

160 Allen St, **Rutland, VT 05701**

Phone: (802) 775-7111

Springfield Hospital

25 Ridgewood Rd, **Springfield, VT 05156**

Phone: (802) 885-2151

VA Hospital

163 Veterans Dr, **White River Junction, VT 05009**

Phone: (802) 295-9363

Mt. Ascutney Hospital & Health Care Center

289 County Rd, **Windsor, VT 05089**

Phone: (802) 674-6711

Cottage Hospital

90 Swiftwater Rd, **Woodsville, NH 03785**

Phone: (603) 747-9000

General Health Resources

Clinics and Hospices

Maynard House

17 South St, **Hanover, NH 03755**

Phone: (603) 643-3277

Hours: M-F 9am-9pm

A home away from home for patients receiving outpatient treatment and/or for their families. Charges \$30 (cash or check) per night/person; 16 person capacity, breakfast fee. 24 hours.

Women's Health Resource Center

9 Hanover st , **Lebanon, NH 03766**

Phone: (603) 650-2600

Hours: M-F 9am-5pm

Free monthly lectures on women's health, workshops, referrals, free lender library, free periodic health screenings of baseline mammograms, pap smears, and cholesterol checks.

VAMC White River Junction Women's Health Program

Building 39, 213 Veterans Dr, White River Junction VT, 05009

Website: <https://www.whiteriver.va.gov/services/women/index.asp>

Phone: 802-291-9363 ext. 6134

Promotes health, welfare, and dignity of Women Veterans and their families. Women Veterans Program

Coordinator: Sarah Bohnson

Ammonoosuc Community Health Services

25 Mt. Eustis Rd, **Littleton, NH 03561**

Phone: (603) 444-2464 Hours: M-F 8am-5:30pm Sat- 9:00-4:00pm Sunday: Closed

Serves Northern Grafton County. Ask for medical desk. Provides primary preventive health care to all, regardless of one's social or economic status. Also has clinics in Franconia, Warren, Whitefield, and Woodsville NH.

Planned Parenthood of Northern New England

79 South Main St, **White River Junction, VT 05001**

Phone: (802) 281-6056

Hours: M-T 9:30am-5:30pm

Text Line: Text "PPNOW" to 774636 (PPINFO), standard message and data rates apply

Fees based on ability to pay. Counseling and referral for birth control, pregnancy and parental care, adoption, abortion, and sterilization. Extensive educational services. Medical services include gynecological exams, HIV information and testing, pregnancy testing, teen clinic, contraceptives, school physicals, and flu shot. Abortions on-site.

Pregnancy Center of the Upper Valley

24 Opera House Square **Claremont, NH 03743**

Phone: (603) 542-4747

1 Main St. **West Lebanon, NH 03784**

Phone: (603) 298-6123

Website: <https://pregnancycenteruppervalley.com/>

Good Neighbor Health Clinic

70 North Main St, **White River Junction, VT 05001**

Phone: (802) 295-1868

Hours: M-F 9am-5pm

For individuals with no insurance at all. Offers the Red Logan Dental Clinic.

Dartmouth-Hitchcock Medical Center

1 Medical Drive, Lebanon, NH, 03766

Phone: 603-650-5000

Website: dartmouth-hitchcock.org/

Interpreter services available at no cost for the patient. To request an interpreter inform the scheduling secretary when making an appointment. For more information call 603-650-5792

Email: interpreter.services@hitchcock.org

Vermont Area Health Education Centers

Southern Vermont AHEC

386 River St, #145, **Springfield, VT 05156**

Phone: (802) 885-2126; Toll-free: 1-888-758-0676

Website: <http://www.svtahec.org/about/>

Champlain Valley Area Health Education Center

152 Fairfield St, **St. Albans, VT 05478**

Phone: (802) 527-1474

Northeastern Vermont AHEC

347 Emerson Falls Rd, Suite 3, **St. Johnsbury, VT 05819**

Phone: (802) 748-2506

Website: nevahec.org

HIV/AIDS

Vermont Cares- Burlington Office

187 Saint Paul St, **Burlington, VT 05401**

Phone: 1-800-649-2437

Website: vtcares.org

Serves Chittenden, Addison, Franklin, and Grand Isle Counties. Vermont CARES works for and with Vermonters affected by HIV/AIDS to promote wellbeing through a continuum of prevention, support, and advocacy services.

Vermont Department of Health HIV/AIDS/STD/Hepatitis Program

Building: 108 Cherry St, Room 305, **Burlington, VT 05402**

Mailing: PO Box 70, Drawer 41, Burlington, VT 05402

Phone: (802) 863-7200; Toll Free: 1-800-464-4343

Website: healthvermont.gov

Planned Parenthood - Claremont Health Center

136 Pleasant St, **Claremont, NH 03743**

Phone: (603) 542-4568

Confidential, not anonymous. Same as above, except State grants allow both these Planned Parenthoods to subsidize HIV/AIDS testing. Fee of \$15 upon completion of the test, negotiable.

Instructions: Call the listed number to schedule an appointment and use first name, unless patient has been to the office before. Use the same name at the time of the appointment, after which patient will be given a number to keep and use for his/her results.

Merrimack Valley Assistance Program

8 Wall St, **Concord, NH 03301**

Phone: (603) 226-0607

170 Lowell St, **Manchester, NH 03104**

Phone: (603) 623-0710

M-Thr 8am – 5pm, F 8am – 11:30 am

Housing and food for homeless people living with HIV/AIDS; rent on sliding scale fee; accommodates children

Planned Parenthood - Keene Health Center

8 Middle St, **Keene, NH 03431**

Phone: (603) 352-6898

Hours: MWF 9am – 5 pm T, Thr 10am-6pm

Confidential, not anonymous. Same as above, except State grants allow both these Planned Parenthoods to subsidize HIV/AIDS testing. Sliding scale fee determines cost of test.

Instructions: Call the listed number to schedule an appointment and use first name, unless patient has been to the office before. Use the same name at the time of the appointment, after which patient will be given a number to keep and use for his/her results.

HIV/HCV Resource Center

2 Blacksmith St, **Lebanon, NH 03766**

Phone: (603) 448-8887; (800)-816-2220

Hours: M-F 8:30am-4:30pm

HIV/HCV Resource Center offers a full range of supportive services to people with HIV and AIDS as well as Hepatitis C, living in Windsor and Orange Counties of Vermont and Sullivan and Grafton Counties of New Hampshire. We also provide education and prevention information through the region. Additionally, we advocate for progressive public policy. All of our services are free and confidential.

Dartmouth-Hitchcock Medical Center1 Medical Center Dr, **Lebanon, NH 03766**

Phone: (603) 650-6060

Hours: M-F 8am-5pm

Confidential and anonymous. Appointment length is approximately 30 minutes. A fee of \$20 can be waived, if necessary. Results return in 2 weeks. DHMC will not give results over the phone, in the mail, or to a third party. Patient needs to return (in person) and use their fake name to receive results.

Instructions: Call the listed number during business hours to make an appointment; use a fake name to ensure anonymity. On the day of the appointment, go to the information desk and dial 6060. State fake name and give a description of personal clothing. Directions to the waiting area will be given, and a nurse will locate the patient.

Vermont Cares29 Main St, Suite 14, **Montpelier, VT 05602**

Phone: (802) 371-6222

Website: vtcares.org

Serves Washington and Lamoille counties. Vermont CARES works for and with Vermonters affected by HIV/AIDS to promote wellbeing through a continuum of prevention, support, and advocacy services.

1 Scale Ave, Howe Center, Bldg. 3, Room 310, **Rutland, VT 05702**

Phone: (802) 775-5884

Serves Rutland and Addison Counties. Vermont CARES works for and with Vermonters affected by HIV/AIDS to promote wellbeing through a continuum of prevention, support, and advocacy services.

Vermont Cares- St. Johnsbury Office1091 Hospital Drive, Suite 1, **St. Johnsbury, VT 05819**

Phone: (802) 748-9061

Website: vtcares.org

Serves Caledonia, Essex, Lamoille and Orleans Counties. Vermont CARES works for and with Vermonters affected by HIV/AIDS to promote wellbeing through a continuum of prevention, support, and advocacy services.

New Hampshire HIV/AIDS Services

County	Agency
Cheshire	Dartmouth-Hitchcock Keene/Cheshire Medical Center, Keene Health Care
Grafton	Dartmouth-Hitchcock Medical Center HIV Clinic, HIV/HCV Resource Center, West Lebanon Health Center, Plymouth Family Planning
Hillsborough	Dartmouth-Hitchcock (I CARE), Dartmouth-Hitchcock Nashua East (I CARE), Primary Care of Hudson, St. Joseph Family Medical Center, Manchester Health Department
Merrimack	Concord Hospital- Infectious Disease
Rockingham	Seacoast Infectious Disease
Strafford	Rochester Infectious Disease, Dartmouth-Hitchcock Family HIV Program

New Hampshire Viral Hepatitis Services

County	Agency
Cheshire	Cheshire Gastroenterology, Keene Health Care
Grafton	Dartmouth-Hitchcock Medical Center, Howard Mitz Gastroenterology, West Lebanon Health Center, Plymouth Family Planning
Hillsborough	Dartmouth-Hitchcock Clinic, Nashua Gastroenterology, St. Joseph Family Medical Practice, Manchester Health Department
Merrimack	Concord Gastroenterology
Rockingham	Granite State Gastroenterology, GASPA Portsmouth, Northeast Gastroenterology, Seacoast Gastroenterology
Strafford	GASPA Somersworth
Sullivan	Associates in Surgery & Gastroenterology

Vermont HIV/AIDS Services

County	Agency
Addison	Vermont Department of Health (provides condoms), Open Door Clinic (anonymous counseling and testing), Planned Parenthood (confidential counseling and testing)
Bennington	AIDS Project of Southern Vermont (services for people with HIV/AIDS), Vermont Department of Health (anonymous counseling and testing & provides condoms), Planned Parenthood (confidential counseling and testing)
Caledonia	Vermont Department of Health (provides condoms), Comprehensive Care Clinic (anonymous & confidential counseling and testing, services for people with HIV/AIDS), Vermont CARES (services for people with HIV/AIDS, syringe exchange programs)
Chittenden	Association of Africans Living in Vermont (anonymous counseling and testing, people of color programs, prevention for youth), Community Health Center of Burlington (anonymous counseling and testing, services for people with HIV/AIDS), Comprehensive Care Clinic (anonymous & confidential counseling and testing, prevention for people living with HIV/AIDS, services for people with HIV/AIDS), Howard Center: Safe Recovery (anonymous counseling and testing, prevention for intravenous drug users, syringe exchange programs), Outright Vermont (anonymous counseling and testing, prevention for youth), Planned Parenthood (confidential counseling and testing), R.U.1.2? Community Center (anonymous counseling and testing, provides condoms, prevention for men who have sex with men), Service Rendered (provides condoms, prevention for youth), Spectrum Youth & Family Services (anonymous counseling and testing, provides condoms, prevention for youth), Vermont CARES (anonymous counseling and testing, provides condoms, prevention for people living with HIV/AIDS, services for people with HIV/AIDS), Vermont Department of Health (anonymous counseling and testing, provides condoms)
Essex	<i>see Orleans or Caledonia</i>
Franklin	Vermont Department of Health (anonymous counseling and testing, provides condoms), Planned Parenthood (confidential counseling and testing)

Grand Isle	<i>see Chittenden or Franklin</i>
Lamoille	Vermont Department of Health (provides condoms), Planned Parenthood (confidential counseling and testing)
Orange	<i>see Windsor, Washington, and Caledonia</i>
Orleans	Vermont Department of Health (anonymous counseling and testing, provides condoms), Planned Parenthood (confidential counseling and testing)
Rutland	Vermont Department of Health (anonymous counseling and testing, provides condoms), Comprehensive Care Clinic (anonymous & confidential counseling and testing, provides condoms, services for people with HIV/AIDS), Planned Parenthood (confidential counseling and testing), Vermont CARES (anonymous counseling and testing, provides condoms)
Washington	Vermont Department of Health (anonymous counseling and testing, provides condoms), The Health Center (anonymous counseling and testing, provides condoms), Planned Parenthood (confidential counseling and testing), Vermont CARES (anonymous counseling and testing, services for people with HIV/AIDS, provides condoms), Vermont People with AIDS Coalition (prevention for people living with HIV/AIDS, services for people with HIV/AIDS)
Windham	AIDS Project of Southern VT (anonymous counseling and testing, prevention for men who have sex with men, services for people with HIV/AIDS, prevention for women), Comprehensive Care Clinic (anonymous counseling and testing, confidential counseling and testing, provides condoms, services for people with HIV/AIDS), Planned Parenthood (confidential counseling and testing), Vermont Department of Health (provides condoms), Putney Medical Office (confidential counseling and testing), Twin States Network (prevention for heterosexuals at risk, people of color programs, prevention for people living with AIDS, services for people with HIV/AIDS)
Windsor	Vermont Department of Health (anonymous counseling and testing, provides condoms), Mount Ascutney Hospital & Health (confidential counseling and testing)
Statewide	Get Tested Vermont (anonymous & confidential counseling and testing)

New Hampshire General Mental Health Resources

Agencies

Stepping Stone

108 Pleasant St, **Claremont, NH 03743**

Phone: (603) 543-1388

Hours: M-Th 9am-4pm, F 12pm-7pm, S 11am-4pm, Su 11am-3pm

Email: info@steppingstonenextstep.org

Website: steppingstonenextstep.org

Peer support center provides counseling, support groups and activities around addiction

Next Step

109 Bank St, **Lebanon, NH 03766**

Hours: M-Th: 9am-4pm, F:11am-6pm Sat: 11am-3pm

Phone: (603) 448-6941

Website: steppingstonenextstep.org

Peer support center provides counseling, support groups, and activities around addiction

For both Stepping Stone and Next Step:

Warmline: (603) 543-1388, (888) 582-0920 (toll free) Sun-Sat beginning at 4pm

Peer Respite: 24/7, (603) 543-1388, (888) 582-0920 (toll free)

Twin State Psychological Services

241 Elm St, **Claremont, NH 03743**

Phone: (802) 885-5719

29 Ridgewood Rd, **Springfield VT 0515** (second location)

Phone (802) 885-5719

Website: twinstatepsychologicalservices.com

Provides psychological assessments for ADHD, anxiety disorders, depression, memory problems, alcohol and drug disorders, behavior problems, and learning problems; provides psychotherapeutic services

Riverbend Community Mental Health Center

278 Pleasant St **Concord, NH 03302-2032** (Main Administration Offices) Website: riverbendcmhc.org

Phone: (603) 228-1551, or (603) 228-1600 (admissions), Emergency: 1-844-743-5748

Serves the Central region, see website for full list of locations.

Northeastern Family Institute- New Hampshire Branch

40 Park Ln, **Contoocook, NH 03229**

Phone: (603) 746-7550, (844) 634-4673

Website nfinorth.com

Offers emotional and behavioral health services, community-based care

Northern Human Services

87 Washington St, **Conway, NH 03818**

Phone: (603) 447-3347

Website: northernhhs.org

Serves the North Country region with mental health and substance use services.

Offices in Berlin, Colebrook, Conway, Groveton, Littleton, Tamworth, Whitefield, Wolfeboro, Woodsville

White Mountain Mental Health

250 Swiftwater Road, **Woodsville, NH 03758**

Website: northernhhs.org/contact-us-woodsville/

(603) 747-3658

Center for Life Management

10 Tsienneto Rd, **Derry, NH 03038**

Phone: (603) 434-1577

Website: centerforlifemanagement.org

Serves the Southern region with mental health and substance use services.

Community Partners: Rochester Behavioral Health & Community Office

25 Old Dover Rd, **Rochester, NH 03867**

Phone: (603) 516-9300

Website: communitypartnersnh.org/

Serves the Strafford County region with behavioral health and developmental service.

Monadnock Family Services

64 Main St, Suite 301, **Keene, NH 03431**

Phone: (603) 357-4400

Website: mfs.org

Serves the Monadnock region with mental health and counseling services for adults, children, and families.

Genesis Behavioral Health

111 Church St, **Laconia, NH 03246**

Hours: M-F 8am-5pm

Phone: (603) 524-1100

Website: genesishbh.org

599 Tenney Mountain Hwy, Plymouth, NH 03264

Phone: (603) 536-1118

Serves the Lakes region (offices in Plymouth, NH as well) with behavioral health services.

Dartmouth-Hitchcock Psychiatric Associates

1 Medical Center Drive, **Lebanon, NH 03766**

Phone: 1-800-556-6249 (crisis) or (603) 650-7075 Website: dartmouth-hitchcock.org/psychiatry.html

Provides emergency crisis and consultation services, inpatient services, and adult and child outpatient services; psychiatrist on-call can provide emergency assistance or counseling (call this number for after-hours emergencies)

Headrest

14 Church St, **Lebanon, NH 03766**

Phone: (603) 448-4400 (crisis line) or (603)448-4872

Website: headrest.org

Provides a 24-hour hotline and counseling on alcohol and drug problems, suicidal thoughts, and depression; most services provided free of charge or on a sliding scale fee

West Central Behavioral Health

9 Hanover St, Suite 2, **Lebanon, NH 03766**

Website: wcbh.org

Phone: (603) 448- 0126; Hotline: 1-800-564-2578
Serves the Upper Valley region; provides adult counseling services, child and family services, recovery services, residential services, substance abuse services, and emergency services; insurance accepted, payment negotiable

Mental Health Center of Greater Manchester

401 Cypress St, **Manchester, NH 03103**

Hours: M-F 8:30am-Phone:

(603) 668-4111, Crisis response: (800), 688-3544

Website: mhgcm.org

Serves the Manchester region and surrounding towns with mental health and counseling services.

Greater Nashua Mental Health Center at Community Council

7 Prospect St, **Nashua, NH 03060**

Website: <http://www.gnmhc.org/>

Phone: (603) 889-6147, Hotline: (800) 762-8191, Videophone: (603) 821- 0073

Serves the Nashua region and surrounding towns with mental health services.

Seacoast Mental Health Center, Inc.

1145 Sagamore Ave, **Portsmouth, NH 03801**

Hours: M-Th 8am-8pm, F 8am-5pm

Phone: (603) 431-6703

Website: smhc-nh.org

Serves the Seacoast region with mental health services.

Vermont General Mental Health Resources

Agencies

Springfield Hospital – Windham Center for Psychiatric Care

1 Hospital Court, Suite 12, **Bellows Falls, VT 05101**

Phone: 802-463-1346;

Website: springfieldhospital.org/the-windham-center-2/

Serves Windham and Windsor counties and other communities; provides services for various mental illnesses.

United Counseling Service

100 Ledge Hill Drive, **Bennington, VT 05201**

Phone: (802) 442-5491; 24-Hour hotline: (802) 442-5491

Website: ucsvt.org

Mental health and substance abuse services, outpatient mental health and counseling, psychiatry, youth and family services, developmental services, and an infant and toddler center

United Counseling Service

5312 Main St, **Manchester, VT 05255**

Phone: (802) 362-3950; 24-hour hotline: (802) 362-3950

Website: ucsvt.org

Mental health and substance abuse services, outpatient mental health and counseling, psychiatry, youth and family services, and head start

Averte - Therapeutic Community Residence

2122 Lower Plain, **Bradford, VT 05033**

Phone: (802) 222-9394

Website: merrymeadowfarm.com

Provides residents with a supportive, caring place to call home while providing in-house clinical, medical, and vocational support

Health Care & Rehabilitation Services of Vermont

51 Fairview St, **Brattleboro, VT 05301**

Phone: (802) 254-6028 (Brattleboro), Hotline: 1-800-622-4235

Website: hcrs.org

49 School St, **Hartford, VT 05047**

Phone: (802) 295-3031

390 River St, **Springfield, VT 05156**

Phone: (802) 886-4500

Provides services for substance abuse, sexual abuse, families and children, community rehabilitation, and developmental disabilities; offers psychiatrist, psychologist, and social workers; sliding scale fees

Howard Center

208 Flynn Ave, Suite 3J, **Burlington, VT 05401**

Phone: (802) 488-6000, Crisis: (802) 488-7777

Website: howardcenter.org

Provides crisis and counseling services to children and adults

Northeast Kingdom Human Services

181 Crawford Rd, **Derby, VT, 05855**

Website: nkhs.org

Phone: (802) 334-6744 (Derby); 24-hour hotline: 1-800-696-4979;

Serves Orleans and Northern Essex counties; provides mental health and substance abuse services, developmental and intellectual services, community rehabilitation, youth and family services, and emergency services

Northeast Kingdom Human Services

2225 Portland St, **St. Johnsbury, VT 05819**

Phone: (802) 748-3181 (can call 24/7)

Website: nkhs.org

Serves Caledonia and Southern Essex counties; provides mental health and substance abuse services, developmental and intellectual services, community rehabilitation, youth and family services, and emergency services

Pathways Vermont

125 College St, **Burlington, VT 05401**

Phone: (888) 492-8218

Website: <https://www.pathwaysvermont.org/>

Pathways transforms the lives of people experiencing mental health and other life challenges by supporting self-directed roads to recovery and wellness in an atmosphere of dignity, respect, choice and hope.

Counseling Service of Addison County

89 Main St, **Middlebury, VT 05753**

Phone: (802) 388-6751; 24-hour hotline: (802) 388-7641

Website: csac-vt.org

Provides mental health services

Vermont Department of Mental Health

280 State Drive, NOB 2 North Waterbury, VT 0571

Phone: (802) 241-0090

Website: mentalhealth.vermont.gov

Lamoille County Mental Health Services

72 Harrel St, **Morrisville, VT 05661**

Phone: (802) 888-5026; After-hours hotline: (802) 888-8888

Website: lamoille.org

Provides mental health and substance abuse services, group homes, behavioral health services, developmental services, emergency care services, and children, youth, and family services

Clara Martin Center

11 North Main St, **Randolph, VT 05060**

Phone: (802) 728-4466; 24-hour hotline: 1-800-639-6360;

Website: claramartin.org

Batterer's Intervention Group: (802) 728-4466

Provides child and family services, school services, adult services, substance abuse services, and crisis services; outpatient and inpatient services, sliding scale fee

RTT Batterer's Intervention Program

Manchester: 834 Elm Street, Third Floor, Manchester NH, 03101

Concord: PO Box 3713, Concord NH, 03302

Phone: (603) 668-6505 (Manchester), (603) 545-9042 (Concord)

36-week program providing Batterer's Intervention Services according to the guidelines of New Hampshire legislature. Website: rttassociatesllc.com/wp/services/domestic-violence-batterers-intervention-program/

Donlon Wade, LADC (Licensed Alcohol Drug Abuse Counselor)

Addictions Counseling for Adults and Families with Special Interest in Prevention and Treatment for Adolescents Batterers intervention: He also facilitates a Resolve Group for men who batter.

2 South Park Street, Lebanon, NH 03766

Phone: (603) 448-9994

Website: donlonwade.com/index.html

Community Care Network

78 South Main St, **Rutland, VT 05701**

Website: rmhscen.org

Phone: (802) 775-2381; 24-Hour hotline: 1-800-775-1000

Provides mental health and substance abuse services; behavioral health services, developmental disability services, and early education and childcare services

Vermont Psychiatric Survivors

128 Merchants Row, Suite 606, **Rutland, VT** 05701

Phone: (802) 775-6834

Website: <https://www.vermontpsychiatricsurvivors.org/>

The warline offers a peer-run listening line staffed by people in recovery themselves; survivors provide information, education, and technical assistance regarding issues of mental health

Washington County Mental Health Services, Inc.

885 South Barre Rd, **South Barre, VT** 05670

Phone: (802) 229-1399

Crisis: (802) 229-0591

Website: wcmhs.org

Offers crisis services, adult mental health services, developmental services, and youth and family services

Northeastern Family Institute-Vermont Branch

30 Airport Rd, **South Burlington, VT** 05403

Phone: (802) 658-0040; 24-Hour hotline: 1-802-657-8890

Website: nafi.com

Offers behavioral health services

Twin State Psychological Services

29 Ridgewood Rd, **Springfield, VT** 05156

Phone: (802) 885-5719

Website: twinstatepsychologicalservices.com

Provides psychological assessments for ADHD, anxiety disorders, depression, memory problems, alcohol and drug disorders, behavior problems, and learning problems; provides psychotherapeutic services

Northwestern Counseling and Support Services

107 Fisher Pond Rd, **St. Albans, VT** 05478

Phone: (802) 524-6554 (crisis hotline); Toll-free: 1-800-834-7793

Website: ncssinc.org

Provides mental health and substance abuse services, behavioral health services, developmental services, and youth and family services

National Alliance for the Mentally Ill of Vermont

600 Blair Park Road, Suite 300, Williston, VT 05495

Phone: (802) 876-7949; Toll Free: 1-800-639-6480

Website: namivt.org

Offers support groups, advocacy, and education

White River Icarus: Grassroots Mental Health Collective

58 Bridge St, **White River Junction, VT** 05001

Phone: (802) 765-0651

Website: whiterivericarus.wordpress.com

Support network for mental health healing outside of the medical model; meetings every Wednesday night at the Museum Patio Room of the Main Street Museum building

Hotlines

Headrest Crisis-Suicide Hotline: 1-800-273-TALK

National Suicide Prevention Hotline: 1-800-273-8255

Healthcare and Rehabilitation Services Crisis/Emergency 24-Hour Hotline: 1-800-622-4235

Stop It Now Hotline: 1-888-773-8368; invites sexual abusers and persons who are thinking about sexually abusing children to call for confidential information, and those who have abused to seek out help for their problem and be held accountable for their crimes.

National:

RAINN, The Rape Abuse and Incest National Network Phone: 1.800.656.HOPE

Website: rainn.org

AfterSilence

Email: aftersilence.org@gmail.com

Website: aftersilence.org

An online support group, message board, and chat room for rape, sexual assault, and sexual abuse survivors. After Silence is designed to help victims become survivors, and communicate in the recovery of sexual violence. The mission is to support, empower, validate, and educate survivors, as well as their families and supporters.

Consumer Guide to Substance Abuse Treatment

<http://www.mtascutneyhospital.org/patients-and-visitors/general-information/substance-use-treatment-consumer-guide>

Suicide

What it looks like:

- Changes in personality or behavior
- Changes in eating & sleeping patterns
- Anxiety about money, illness, or safety
- Overwhelming guilt, shame, self-hatred
- No hope for future
- Addictive behaviors
- Losses ties to health, safety, career, employment, or economic status
- Loss of faith or personal beliefs
- Feeling helpless, hopeless, and all alone
- Giving away prized possessions
- Previous suicide attempts
- High ACEs scores

Prevalence among Survivors:

- 1 in 4 victims of DV attempt suicide
- About 33% of people who have been raped have a suicidal thought and 13% attempt suicide
- Underage males who are abused by a male are 5 times more likely to attempt suicide than males who were not sexually victimized
- Teenage females who have experienced DV in the past 12 months have a higher number of suicide attempts than teenage females who haven't

Advocacy around Suicide:

- Be aware of risk factors & warning signs
- Listen to what people are telling you
 - “I can’t do this anymore”
 - “I don’t want to wake up tomorrow”
- Ask direct questions
 - “I’ve hear you say that a few times, are you thinking about hurting yourself?”
- Don’t remove suicide as an option – caller is in control
- Be calm and unafraid to have a conversation about suicide
- Express concern for safety

Safety Planning around Suicide:

- “I’m really concerned for your safety. Can we think together about ways to keep safe tonight?”
- “Do you feel comfortable calling the WISE Crisis Line/a Suicide Hotline/etc when you get an urge to hurt yourself?”
- Sometimes at WISE we do this thing called grounding, would you like to try it with me?”
- “Should we go to the hospital together? Do you feel ok to drive there or should we find you a ride?”
- “I’m so glad that you felt comfortable telling me about this, I feel like we need some additional support to make sure that you can feel safe. Would you mind if...?”

Resources: Headrest Crisis-Suicide Hotline 1-800-273-TALK.

Self Harm

What it looks like:

- Cutting or severely scratching skin
- Burning or scalding
- Hitting yourself/head-banging
- Punching things
- Sticking objects to skin
- Intentionally preventing wounds from healing/picking scabs
- Swallowing poisonous substances or objects
- Driving recklessly

Prevalence among Survivors:

- Women exposed to IPV are up to 3 times more likely to engage in deliberate self-harm than non-abused women
- 1/3 of women attending emergency departments for self-harm were domestic violence survivors (UK, 2009)

Advocacy around Self-Harm:

- Be calm and unafraid of the subject
- Express concern for safety
- Don't remove self-harm as an option – caller is in control
- Focus on the feelings/situation that led to the behavior
 - Clarify when/why they feel the urge to hurt themselves
 - Encourage them to feel and pay attention to their feelings

Safety Planning around Self-Harm:

“Some things other people have tried when they have the urge to harm themselves are... do you think you might try one of those?”

- Self-expression, instead of harm
 - Paint, draw, scribble, write, sing, dance
- Self-soothing, instead of harm
 - Shower, bath, cuddle with fuzzy pet, give yourself a massage, wrap up in a blanket
- Connect/ground yourself
 - Call a friend (to talk about anything!), talk to people online, take a cold shower, chew something with a strong taste
- Release
 - Sing, exercise, scream into a pillow, hit a pillow, make noise, rip paper
- Use a pen where you might usually cut
- Rub ice across where you might usually cut
- Put rubber band on wrist, arms, or legs and snap it instead of cutting or hitting yourself

Resources:

- Self Injury Outreach & Support: www.sioutreach.org
 - Additional information AND how to cope with urges in-the-moment
- S.A.F.E. Alternatives U.S. Information Line: **(800) 366-8288**
 - Referrals and support for cutting & self-harm

Substance Misuse

What it looks like:

- Disorganized speech
 - Inability to sequence events
 - Distracted conversation, bearing off into different tangents, having trouble focusing
 - Slurred speech
- Overly emotional (crying or becoming angry suddenly)
- Tell you they have taken something

Prevalence among Survivors:

- Women who have been abused are 15 time more likely to misuse alcohol and 9 times more likely to misuse other drugs than women who have not been abused.
- 36% of victims in domestic violence programs also were dealing with substance misuse issues

Advocacy around Substance Misuse:

- Don't remove substance use as an option – caller is in control
- Express concern for safety
- Avoid values judgements
- Addiction as power – don't assume that an individual's willpower can overcome the cycle of addiction in a simple way

Safety Planning around Substance Misuse:

- "I'm really concerned for your safety. Can we think together about ways to keep safe tonight?"
- "How has substance use played out in your life? Has it presented any challenges? Have you experienced challenges around trying not to use substances?"

Resources:

- Headrest Crisis Hotline: 1-800-273-TALK
- www.addictionrecoveryguide.org

New Hampshire Substance Misuse Resources

Agencies

Phoenix House

3 Pierce Rd, **Dublin, NH 03444** (Residential program)

Phone: toll free: (888) 617-9392

Website: phoenixhouse.org

Residential, family-oriented substance abuse treatment with individualized academic instruction for boys and girls aged 13 to 18; residential substance abuse treatment for adults, including those with mental health issues

106 Roxbury St, **Keene, NH 03431** (Comprehensive addiction treatment services)

Phone: toll free: (888) 617-9392

A full spectrum of adult substance abuse treatment, including outpatient, residential, partial hospitalization, and transitional living

Monadnock Family Services

64 Main St, Suite 201, **Keene, NH 03431**

Phone: (603) 357-4400

Website: mfs.org

9 Vose Farm Rd, Suite 120, **Peterborough, NH 03458**

Phone: (603) 924-7236

Offers individual counseling and group programs by licensed counselors (Additional office located in Winchester).

Habit OPCO

20 Market St, **Manchester, NH 03101**

Phone: (603) 622-4747

254 N Plainfield Rd, **West Lebanon, NH 03784**

Phone: (603) 298-2146

Website: <https://www.crchealth.com/find-a-treatment-center/habit-opco-west-lebanon-new-hampshire-methadone-clinic/>

Methadone/Suboxone treatment for people struggling with addiction to heroin and other opioids

Groups

31 Hanover St., **Lebanon NH 03766**

Phone: (603) 331-4804

To schedule an appointment call: 800-683-8313

Website: <https://joingroups.com/#intro>

M: 12pm-8pm, T: 12am-8pm, W: 11:30am-8:30pm, Th: 9am-4pm, F: 8:30am-12:30pm

Hotlines

Headrest Crisis Hotline: (800) – 273 - TALK

Psychiatrist On-Call at DHMC: (800) 556-6249

Cocaine Hotline: 1-800-262-2463; provides referrals to treatment centers for all drug abusers (prescription & narcotics)

Narcotics Anonymous (NA): (888)- 642-3578 (Hotline) or visit: gsana.org/ for meetings

Anonymous (AA): 1-800-593-3330; meetings are held in Lebanon, Hanover, Canaan, and Lyme

New Hampshire Quitline (smoking): 1-800-784-8669 (English), 1-800-833-5256 (Español), 1-800-833-1477 (TTY)

Nar-Anon (peer support for friends and family of people addicted to Cocaine): 1-800-477-6291

Teen line: (800) 639-6095

Vermont Substance Misuse Resources

Agencies

Phoenix House - Supported Living Program

37 Elmwood Ave, **Burlington, VT 05401**

Phone: 1-888-671-9392 Website: www.phoenixhousene.org/vermont_programs/phoenix-house-rise/
 Contact James Henzel, jhenzel@phoenixhouse.org

Short- to long-term transitional living for people in early recovery from substance abuse

Burlington RISE Men's Supported Living Program

Barre RISE Men's Supported Living Program

Bellows Falls RISE Men's Supported Living Program

Brattleboro RISE Men's Supported Living Program

Brattleboro RISE Women's Supported Living Program

Valley Vista

23 Upper Plain, **Bradford, VT 05033**

Phone: (802) 222-5201

Email: hello@vvista.net

Website: vvista.net

80 bed alcohol- and chemical-dependency treatment center; comprehensive services for men, women, adolescents, and their families

Brattleboro Retreat

1 Anna Marsh Ln, **Brattleboro, VT 05301**

Phone: (800) 738-7328

Admissions & Main Phone: (802) 258-3737

Website: brattlebororetreat.org

Inpatient treatment for substance abuse; individual and group counseling; insurance accepted

Habit OPCO

16 Town Crier Drive, **Brattleboro, VT 05304**

Phone: (802) 258-4623

Website: <http://www.vtaddictionservices.org/members/habit-opco/brattleboro-vt/>

Methadone/Suboxone treatment for people struggling with addiction to heroin and other opioids

The Turning Point Center

191 Bank St, Suite 200, **Burlington, VT 05401**

Phone: (802) 861-3150

Website: turningpointcentervt.org/

Serves the Chittenden county; offers peer-to-peer recovery activities, fellowship, events, games, fitness, stress management, recovery related programs, various 12 step meetings, and 1-on-1 Recovery Coaching

Maple Leaf Treatment Center

10 Maple Leaf Rd, **Underhill, VT 05489**

Phone: (802) 899-2911; Toll-free: 1-800-254-5659 Website: <http://www.mapleleaf.org>

Residential substance abuse treatment program for men and women, ages 17 and older

Health Care & Rehabilitation Services of Vermont

51 Fairview St, **Brattleboro, VT 05301**
Phone: (802) 254-6028; Hotline: 1-800-622-4235
49 School St, **Hartford, VT 05047**
Phone: (802) 295-3031
390 River St, **Springfield, VT 05156**
Phone: (802) 886-4500

Website: hcrs.org

Provides services for substance abuse, sexual abuse, families and children, community rehabilitation, and developmental disabilities; offers psychiatrist, psychologist, and social workers; sliding scale fees

Vermont Association for Mental Health & Addiction Recovery

100 State St, Suite 352, **Montpelier, VT 05602**
Phone: (802) 223-6263 Website: <https://vamhar.org/>
Grassroots advocacy and education organization that helps spread the word about the value of long-term recovery from drug and alcohol addiction

Clara Martin Center

11 North Main St, **Randolph, VT 05060**
Phone: (802) 728-4466; 24-hour hotline: 1-800-639-6360 Website: claramartin.org
Provides substance abuse services, child and family services, school services, adult services, and crisis services; outpatient and inpatient services; insurance accepted and sliding scale fee

The Turning Point Recovery Center

7 Morgan St, **Springfield, VT 05156**
Phone: (802) 885-4668
Recovery Coach (available for phone support every day): 802-885-4678 Website: turningpointvt.org
Offers a drop-in center, a meeting location, substance-free social functions, the transitional housing program, prevention, and resource/referral center for services in the area

Recovery House, Inc.

98 Church St, **Wallingford, VT 05773**
Phone: (802) 446-2640
Website: <https://addictionresource.com/listings/recovery-house-inc-wallingford-vt/>
Offers adults suffering from addiction a residential treatment facility through the Serenity House, McGee House, and Grace House; professional alcohol, drug, gambling, and family rehabilitation programs; provides services to pregnant women and intravenous drug users

Vermont Al-Anon/Alteen

Phone: (802) 860-8388 or (866) 972-5266 Website: vermontalanonalee.org/
Meetings are held in White River Junction VT, Norwich VT, Hanover NH, and Lebanon NH.

Second Wind Foundation

200 Olcott Drive, **White River Junction, VT 05001**
Phone: (802) 295-5206 Website: secondwindfound.org
Offers recovery support services, education and advocacy, and transitional housing for people in recovery through Willow Grove and the Upper Valley Turning Point

Hotlines

Mental Health Emergency Services of Vermont: (800) 622-4235

Crisis Text Line VT: 741741

Cocaine Hotline: 1-800-262-2463; provides referrals to treatment centers for all drug abusers (prescription & narcotics)

Narcotics Anonymous (NA): (802) 773-5575, gmana.org/

Alcoholics Anonymous (AA): (802) 295-7611 meetings in WRJ, Woodstock, Windsor, and Norwich, aavt.org/

Vermont Quit Network (smoking): 1-800-784-8669, 1-800-833-5256 (espanol), 1-800-833-1477 (TTY)

Nar-Anon (peer support for friends and family of people addicted to Cocaine): 1-800-477-6291

National:

DrugRehab.com

Phone: (877) 589-4784

24/7 Help: 855-520-2898

Website: drugrehab.com/guides/domestic-abuse/

It is a web resource provided and funded by Advanced Recovery Systems (ARS). ARS is an integrated behavioral health care management organization dedicated to the treatment of addiction, substance abuse, eating disorders and mental health issues. It provides well-researched, fact-based resources on this site.

Eating Disorder Resources

The Center for Eating Disorders Management, Inc.

360 NH Route 101, Unit 10, **Bedford, NH 03110**

Phone: (603) 472-2846

Website: <https://cedm-inc.com/>

IOP and outpatient treatment for children, adolescents, and adults, both men and women; offers individual, group, and specialized therapy; accepts most major insurance companies, does not accept Medicare/Medicaid

Brattleboro Retreat

1 Anna Marsh Ln, **Brattleboro, VT 05302**

Phone: (802) 257-7785

Website: brattlebororetreat.org

Treatment in all-women's unit for anorexia and bulimia; treatment anywhere from 2-4 weeks; individual and group therapy; dietitian on staff; insurance accepted

Eating Disorders Treatment Center at Hampstead Hospital

218 East Rd, **Hampstead, NH 03841**

Phone: (603) 329-5311

Website: hampsteadhospital.com

IOP treatment for adults and adolescents, both men and women; offers transition planning and support, family support, applied behavior analysis, individual education plan, and intensive behavior supports; accepts most major insurance companies, does not accept Medicare/Medicaid

Dartmouth-Hitchcock Psychiatric Services

1 Medical Center Drive, **Lebanon, NH 03756**

Phone: (603) 650-7075 Website: <https://www.dartmouth-hitchcock.org/psychiatry/services.html>

Provides inpatient services; offers a three-week program operating on behavioral protocol

Green Mountain at Fox Run

262 Fox Ln, **Ludlow, VT 05149**

Phone: (802) 489-7624

Website: fitwoman.com

RTC treatment for adults and adolescents, women only; offers behavioral programs, fitness activities, normal eating restructuring program; insurance not accepted, self-pay only

Spruce Mountain Inn

155 Towne Ave, **Plainfield, VT 05667**

Phone: (802) 454-8353

Website: sprucemountaininn.com

Residential treatment for adults and adolescents (age 18-28), both men and women; offers individual therapy, psychiatry, case management, comprehensive skills assessment, support meetings, and psychotherapy; insurance not accepted, self-pay only.

Hotlines

National Eating Disorders Association: 1-800-931-2237

Overeaters Anonymous: 1-800-201-8720, also offers daily intergroup meetings

RESTRAINING ORDER CHEAT SHEET

WHAT IS A RESTRAINING ORDER?

AKA a Relief From Abuse Order (RFA) or Domestic Violence Order (DVO), is a civil order issued by a judge instructing one person to stay away from/stop abusing/not contact/etc. another person. It is NOT pressing charges. It is not criminal and will not appear on the defendant's permanent record UNLESS the defendant chooses to violate the order.

WHO CAN GET ONE?

In NH: spouses, ex-spouses, persons living together now or in the past (including non-intimate relationships), household members related by blood or marriage to the defendant (not including minor children), current or former intimate partners.

In VT: related by blood or marriage (living together or not), people who currently or ever lived together, current or former dating partners, minors who are dating.

IS THE VICTIM UNDER 18?

In NH: a minor may fill out the petition on their own behalf. A parent may NOT ask for an order on behalf of their child.

In VT: a minor may fill out an order on their behalf but must have an invested adult with them. A parent MAY ask for an order on behalf of their child.

Anyone who is eligible has the right to apply for an order, only a judge can decide whether or not to grant it

HOW TO APPLY FOR AN ORDER IN NH:

After Hours: Go to the local police station and request paperwork for an Emergency DV Petition. The police will act like the court clerk and will serve as a liaison to the judge.

IF GRANTED: This is an **Emergency Order** and ONLY in effect through the next business day. The plaintiff MUST go to court to fill out paperwork for a **Temporary Order** before the Emergency Order expires. Otherwise they will have to wait for a new threatening event before reapplying.

During Court Hours: Visit Lebanon Family Court in Centerra Park, and ask for paperwork for a DV Petition. The clerk will ask that the plaintiff wait in the courthouse in case the judge wants to speak to the plaintiff. An advocate can assist.

Orders are only valid once they've been served to the defendant.

During COVID: it is preferable to get paperwork online and email it. Paperwork available at court, but needs to be filled out outside. Forms are available online:

https://www.courts.state.nh.us/fdpp/dv_petitions.htm

IF TEMPORARY GRANTED: This is a Temporary Order. It was granted **ex parte**, so it is in effect until a scheduled **hearing** when both parties are present. The plaintiff will receive the date of the final hearing with their granted order. The order is only in effect once it's served. The clerk will fax it to the police department where the plaintiff lives to serve and enforce. The plaintiff may call the police station later to confirm that it has been served. Once served, the defendant has the right to request an expedited hearing, meaning it can be moved up to within 5 days.

NH STALKING Petition: if abuse or harassment has been perpetrated by someone who doesn't meet the relationship criteria for a DVO, they may apply for a Stalking Petition. The process to apply for the order is similar to DV Petition but cannot be done afterhours.

HOW TO APPLY FOR AN ORDER IN VT:

After Hours: VT RFA after hours is done remotely. Paperwork is online (see below). When ready, the Plaintiff will call the Court Clerk and dictate their affidavit to the clerk over the phone. The *after-hours* court clerk can be called from a Vermont phone number at **800-540-9990**, or from any phone number at **802-747-0886**. The clerk will read back the paperwork; have the plaintiff swear it is the truth, then relay the application to a judge. Advocates can support the person by phone, or agree to meet in person at their local PD if possible. You may also 3-way call the clerk with the plaintiff, which can be helpful.

IF GRANTED: This is a Temporary Order, and is in effect until the final hearing.

During Court Hours: Get RFA paperwork at the Windsor County Family Court in WRJ. Once completed, the plaintiff is not required to wait for the Judge's ruling.

IF GRANTED: It is a Temporary Order in effect until the final hearing. The order will be faxed to the police to be served to the defendant. *Orders are only valid once they've been served.* All final hearings are held within 10 days at Windsor County on Monday mornings, an advocate is always present.

During COVID: it is preferable to get paperwork online and email it. <https://www.vermontjudiciary.org/family/relief-abuse>. Survivor should connect with WISE advocate to make sure they have all the correct paperwork and email address. Paperwork available at court, but needs to be filled out outside.

VT SEXUAL ASSAULT/STALKING PETITION: if stalking or sexual assault has been perpetrated by someone who does not meet the relationship criteria for an RFA, Sexual Assault/ Stalking Orders can only be applied for in Vermont during court hours. Final Hearings are held at the Woodstock Superior Court.

Attorneys are not required for final hearings. The hearings are designed to be **pro se**. Having legal representation is an option and can often help. WISE can sometimes help find representation for final hearings. A WISE advocate can also accompany a victim to a final hearing for support.

DEFINITIONS:

Plaintiff: the person requesting the order

Defendant: the person the order is against

Ex Parte: only one party is present

Pro Se: the parties represent themselves; without attorneys

Hearing: both parties present their case to the judge before a final order.

Temporary Order: granted *ex parte* by a judge, valid only until hearing, granted in court or by email in both NH or VT, and by phone in VT afterhours

Emergency Order: granted after hours in NH, in effect until close of the next business day

Final Order: granted in a hearing where both parties are present, usually valid for 1 year

The Judge is looking for information that meets the *legal standard* for abuse

- Attempted and/or actual physical harm
- Placing someone in fear of physical harm, threats and menace
- In VT “Emotional Distress” including need to change residency, job, or daily routines, loss of sleep, seeking counseling, etc.
- Start with recent events, proving the emergency need for protection
- Provide as many specifics as possible. When/where did it happen? Who else was there?
- Past events that reinforce risk of harm and fear.
- Descriptive language “He shoved me against the wall, I fell to the ground and have a bruise on my back and my back has been hurting all day” > “he pushed me”; “He told me ‘bitch, I am going to drown you in the bath tub and make it look like a suicide’” > “he threatened me”.

Useful Language for the Affidavit

“I am here to get this order because, [detailed explanation of most recent events]”

A few other brief examples, with as much specificity as possible to show a pattern of abuse and fear

Impact: “I am very afraid for safety of myself, my children, pets...”

THE DEFENDANT WILL SEE WHAT THE PLAINTIFF WROTE

What if the order is not granted?

The defendant will NOT be notified that an application was submitted.

The plaintiff can request a hearing to reconsider the decision. If a hearing is scheduled, the defendant will be notified of the hearing, and there will not be an order in place.

A **NO TRESPASS ORDER** may be another option. No Trespass Orders are location-specific. They only provide protection at specific properties (home, work, etc.). Paperwork can be found at the court, a police station or online. The plaintiff must arrange to have the order delivered.

PAPERWORK-What are all the forms?

PETITION for the judge includes 2 parts, the *cover sheet* which indicates the relationships between the two people, what types of relief the plaintiff is requesting, etc., & the *affidavit* in which the plaintiff explains WHY they feel they need this order.

DEFENDANT INFORMATION SHEETS asks for identifying information the police need to serve the order.

PLAINTIFF INFORMATION SHEET is NOT shared with the defendant or others. This information is used by the court to contact the plaintiff in case of the final hearing date/time changes.

SUPPLEMENTAL AFFIRMATION NOTARY is needed for RFA in VT during COVID

DOMESTIC VIOLENCE LAWS

NH (RSA 173-B): Domestic Abuse = causing physical harm

- attempting to cause physical harm
- Placing in *fear* of physical harm through threats or menace
- Sexual Assault
- Attempting to or committing kidnapping/criminal restraint/false imprisonment.
- Attempting to or destroying property.
- Attempting or committing unauthorized entry onto property.

VT (15 VSA): Domestic Abuse = attempting to cause or causing physical harm.

- Placing another in fear of imminent serious physical harm.
- Abuse of children.

VIOLATIONS: a violation is when the defendant has been served with the order and does not comply with any of the requirements.

This includes contact or attempted contact via third parties (family members, friends, co-workers, children, etc.). ONLY the defendant can violate the order. If the plaintiff contacts the defendant, it is NOT a violation. If the defendant responds it IS a violation. In order for police to respond, the plaintiff likely will need to report the violation. It will be helpful to have as many specifics as possible (date, time, location), save notes, messages, etc.

SAFETY PLAN! An emergency order does NOT guarantee a temporary order and a temporary order does not guarantee a final order. Regardless of if the order is granted or not, safety planning is very important to consider how the defendant may react, what happens if they violate the order, or what the impact of an order may be.

Restraining Orders

What is a restraining order?

Also known as, a Relief From Abuse Order (RFA) in VT or a Domestic Violence Order (DVO) in NH, a restraining order is a civil order issued by a judge instructing one person to stay away from/stop abusing/not contact/etc. another person. It is not reporting a crime or “pressing charges”. It is not criminal and will not appear on the defendant’s permanent record unless the defendant chooses to violate the order. Anyone who is eligible has the right to apply for an order, only a judge can decide whether or not to grant it.

Who can get one?

In NH: spouses, ex-spouses, persons living together now or in the past (including non-intimate relationships), household members related by blood or marriage to the defendant (not including minor children), current or former intimate partners.

In VT: related by blood or marriage (living together or not), people who currently or ever lived together, current or former dating partners, minors who are dating.

Is the victim under 18?

In NH: A minor may fill out the petition on their behalf. A parent may not ask for an order on behalf of their child.

In VT: A minor may fill out an order on their behalf but must have an invested adult with them. A parent may ask for an order on behalf of their child. (*Note: an invested adult is any adult that will accompany and support a minor in this process. Technically, it can be a WISE advocate, but it is preferable for everyone involved if another supportive adult can be identified).

How to apply for an order in New Hampshire:

After Hours: Go to the local police station and request paperwork for an Emergency DV Petition. The police will act like the court clerk and will serve as a liaison to the judge.

- **If granted:** This is an Emergency Order and ONLY in effect through the next business day. The plaintiff MUST go to court to fill out paperwork for a Temporary Order before the Emergency Order expires. Otherwise they will have to wait for a new threatening event before reapplying.

During Court Hours: Visit Lebanon Family Court in Centerra Park, and ask for paperwork for a DV Petition. The clerk will ask that the plaintiff wait in the courthouse in case the judge wants to speak to the plaintiff. An advocate can assist. Orders are only valid once they’ve been served to the defendant.

- **During COVID:** it is preferable to get paperwork online and email it. Paperwork is available at court, but needs to be filled out outside. Forms are available online:
https://www.courts.state.nh.us/fdpp/dv_petitions.htm
- **If granted:** This is a Temporary Order. It was granted ex parte, so it is in effect until a scheduled hearing when both parties are present. The plaintiff will receive the date of the final hearing with their granted order. Call WISE to arrange to have an advocate present at the final hearing. The order is only in effect once it’s served. The clerk will fax it to the police department where the plaintiff lives to serve and enforce. The plaintiff may call the police station later to confirm that it has been served. Once served, the defendant has the right to request an expedited hearing, meaning it can be moved up to within 5 days.

NH Stalking Petition: if abuse or harassment has been perpetrated by someone who doesn’t meet the relationship criteria for a DVO, they may apply for a Stalking Petition. The process to apply for the order is similar to DV Petition but cannot be done afterhours.

How to apply for an order in Vermont:

After Hours: VT RFA after hours is done remotely. Paperwork is online (see below). When ready, the Plaintiff will call the Court Clerk, answer the questions, and dictate their affidavit to the clerk over the phone. The after-hours court clerk can be called from a Vermont phone number at 800-540-9990, or from any phone number at 802-747-0886. The Clerk will ask a series of questions (below), I read back the dictation, have the plaintiff swear it is the truth, then relay the application to a judge. Advocates can support the person by phone, or agree to meet in person at their local PD if possible. You may also 3-way call the clerk with the plaintiff, which can be helpful.

- **If granted:** This is a Temporary Order, and is in effect until the final hearing.

During Court Hours: Get RFA paperwork at the Windsor County Family Court in WRJ. Once completed, the plaintiff is not required to wait for the Judge's ruling.

- **If granted:** It is a Temporary Order in effect until the final hearing. The order will be faxed to the police to be served to the defendant. Orders are only valid once they've been served. All final hearings are held within 10 days at Windsor County on Monday mornings, an advocate is always present.
- **During COVID:** it is preferable to get paperwork online and email it. <https://www.vermontjudiciary.org/family/relief-abuse>. Survivor should connect with WISE advocate to make sure they have all the correct paperwork and email address. Paperwork available at court, but needs to be filled out outside.

VT court clerks script for after-hours emergency protective order.

These questions are SOLELY for the purpose of determining that this is an "emergency" situation and that the victim will meet the criteria for an RFA. The questions can seem discouraging (especially the questions about safety). Let victims know these questions will be asked and why before they call the clerk.

- No matter what a clerk MUST call the judge with the RFA if the survivor wants them to – it is up to the judge to determine if an order will be granted, not the clerk.

 1. **Are you in a safe place now and will you be able to remain in a safe place until (next court day)?**
 - **NO, go out and call judge.**
 - **YES, ask the following question:**
 2. **Do you feel safe waiting until tomorrow (next court day) to go to court to file your complaint and are you willing to wait?**
 - **YES, STOP.**
 - **NO, ask the following questions:**
 - Does the other person live in your household?
 - Has the other person ever lived in your household?
 - Is the other person a member of your family?
 - Is the other person an in-law?
 - Have you ever dated the other person?
 - Have you ever had any sexual contact with the other person?
 - **YES, go out.**
 - **NO to all 6, 'It appears that you may not qualify, but if you want, you can complete the paperwork with me and the judge can decide.'**

VT Sexual Assault/Stalking Petition: if stalking or sexual assault has been perpetrated by someone who does not meet the relationship criteria for an RFA, they may apply for a Sexual Assault/ Stalking Order. The process to apply for the order is similar to an RFA but cannot be done afterhours. Final Hearings are held at the Woodstock Superior Court.

What if the order is not granted?

If the order is denied after hours, the court clerk will let the survivor know and advise them of the option to withdraw or pursue. The defendant will not be notified about the order. It is possible to request a hearing to request that the judge reconsider, if this is scheduled the defendant will have access to the paperwork and will appear at the hearing and there will be no protection in place during that time. Be sure to safety plan. An alternative option is a No Trespass Order. This is good only for specific properties (home, work, etc). The paperwork can be found at the court, a police station, or online. The plaintiff must arrange to have the letter delivered. It can be sent return receipt through the mail.

Necessary Forms:

Petition is for the judge, includes 2 parts, the cover sheet which indicates the relationships between the two people, what types of relief the plaintiff is requesting, etc., & the affidavit in which the plaintiff explains WHY they feel they need this order.

Defendant information sheet asks for identifying information the police need to serve the order.

Plaintiff information sheet is NOT shared with the defendant or others. This information is used by the court to contact the plaintiff in case of the final hearing date/time changes.

Supplemental Affirmation Notary is need for RFA in VT during COVID

Definitions:

Plaintiff: the person requesting the order

Defendant: the person the order is against

Ex Parte: only one party is present

Pro Se: the parties represent themselves; without attorneys

Hearing: both parties present their case to the judge before a final order.

Temporary Order: granted ex parte by a judge, valid only until hearing, granted in court or by email in both NH or VT, and by phone in VT afterhours

Emergency Order: granted after hours in NH, in effect until close of the next business day

Final Order: granted in a hearing where both parties are present, usually valid for 1 year

Attorneys are not required for final hearings. The hearings are designed to be pro se. Having legal representation is an option and can often help. WISE can sometimes help find representation for final hearings. A WISE advocate can also accompany a victim to a final hearing for support.

Domestic Violence Laws**NH (RSA 173-B): Domestic Abuse = causing physical harm**

- attempting to cause physical harm
- Placing in fear of physical harm through threats or menace
- Sexual Assault
- Attempting to or committing kidnapping/criminal restraint/false imprisonment.
- Attempting to or destroying property.
- Attempting or committing unauthorized entry onto property.

VT (15 VSA): Domestic Abuse = attempting to cause or causing physical harm.

- Placing another in fear of imminent serious physical harm.
- Abuse of children.

The Judge is looking for information that meets the legal standard for abuse

- Attempted and/or actual physical harm
- Placing someone in fear of physical harm, threats and menace
- In VT “Emotional Distress” including need to change residency, job, or daily routines, loss of sleep, seeking counseling, etc.
- Start with recent events, proving the emergency need for protection

- Provide as many specifics as possible. When/where did it happen? Who else was there?
- Past events that reinforce risk of harm and fear.
- Descriptive language “He shoved me against the wall, I fell to the ground and have a bruise on my back and my back has been hurting all day” > “he pushed me”; “He told me ‘bitch, I am going to drown you in the bath tub and make it look like a suicide” > “he threatened me”.

Useful Language for the Affidavit

“I am here to get this order because, [detailed explanation of most recent events]”

A few other brief examples, with as much specificity as possible to show a pattern of abuse and fear
Impact: “I am very afraid for safety of myself, my children, pets...“

The defendant will see what the Plaintiff wrote

Violations: a violation is when the defendant has been served with the order and does not comply with any of the requirements. This includes contact or attempted contact via third parties (family members, friends, co-workers, children, etc.). ONLY the defendant can violate the order. If the plaintiff contacts the defendant, it is NOT a violation. If the defendant responds it IS a violation. In order for police to respond, the plaintiff likely will need to report the violation. It will be helpful to have as many specifics as possible (date, time, location), save notes, messages, etc.

Safety Plan: An emergency order does NOT guarantee a temporary order and a temporary order does not guarantee a final order. Regardless of if the order is granted or not, safety planning is very important to consider how the defendant may react, what happens if they violate the order, or what the impact of an order may be.

Writing an Affidavit

The following is a worksheet for advocates in assisting plaintiffs. If a section does not apply to the plaintiff's situation, skip to the next section.

Current abuse: What makes you afraid for your safety?

- For all descriptions of abusive threats of actions, include exact dates and times or estimates.
- What did the Defendant do to you and/or your children? Include the location of the incident and if weapons were used.
- Did the Defendant cause you or your children pain or injury? Have you gone to the doctor or hospital for an injury caused by the Defendant?
- Did the Defendant say or do anything that made you afraid that you or your children would be physically hurt? Did the Defendant make threatening gestures (for example, shaking a fist at you, blocking you from leaving a room)?
- Describe anything else the Defendant did to make you afraid. Did the defendant hurt pets, break objects, or damage property?
- Were the children present during any of the incidents? If so, how did they react?
- Were the police involved? Did they arrest the Defendant?

History of abuse: What has happened in the past?

- Write about things that the defendant did to you in the past that caused you or your children harm or fear of physical harm to show a pattern of behavior. Include timeframes
- In VT, “emotional distress” is a recognized result of abuse. Include evidence of emotional distress such as the need to change job, residency, or daily routine, loss of sleep, seeking counseling, etc.
- Have you ever had a Restraining Order against the Defendant in the past? If so, from what court?
- Have there been past criminal charges against the Defendant for actions against you (or your children)? Is the Defendant on probation? Did he/she serve any time in jail?

Stalking

- Has the Defendant followed you? Include locations, dates and times (or approximate). Has the Defendant hidden somewhere to follow or watch you? Describe the specific place where he/she hid, and describe the surrounding location/area. Was the Defendant hiding for the purpose of hurting or attacking you? What did he/she do to make you think he/she planned to hurt or attack you?
- Has the Defendant made you think that you were being watched? If so, explain how the Defendant made you feel watched. Is the Defendant trying to find out where you are and what you are doing? If so, explain what happened to make you believe this.
- Does the Defendant initiate unwanted communication with you? Does he/she call you and/or send you messages by phone, text, mail or email? Include what the messages say, when you received the communication and how often this happens. You may include exact dates and times and/or say “every day for the past month” or “approximately 5 times over the past two weeks.”
- Has the Defendant taken pictures, video tapes or audio tapes of you without your permission?
- Did any of these stalking behaviors make you afraid that you would be hurt, killed, sexually assaulted, or restrained? If so, why did you think one or all of those things might happen? What did the Defendant do to make you think that?

Sexual violence

- Has the Defendant forced you to have sex or do something sexual that you didn't want to do?
- Has the Defendant made you afraid that you would be sexually assaulted?

- Has the Defendant touched your children sexually or made the children touch him/her in a sexual way

Other information

- Has the Defendant used alcohol or drugs before hurting you or making you scared? Does the Defendant have a mental illness?
- Has anyone contacted you to warn you about the Defendant? Would she or he be willing to come to court to testify about what they heard or saw?
- How has the abuse impacted the children? Were your children abused by the defendant in any way?

Conclusion

- Did you have to leave home because of the abuse? If you need to move back into the home and have the defendant removed, explain to the court why you feel like you can't move out of your home right now. Explain why you cannot live in the same household as the Defendant.
- If you are afraid right now or afraid of more abuse, be sure to include this.

Evidence for a final hearing:

- **Photographs** of any visible injury, and bring copies to court. The police and most doctors will take pictures for you. It may be hard to get pictures from the police, so be sure to take your own pictures as well. Pictures of damaged property can also be helpful.
- **Medical treatment as soon as possible** for any injury. Bring copies of medical records to the court. Before giving the records to the Court, make sure that social security number is completely crossed out.
- **You can bring damaged property to court.** This can include torn clothing, torn or smashed pictures and broken objects. You could also bring weapons (talk to an attorney first). Don't bring drugs.
- **Criminal charges against the defendant.** The "Victim/Witness Coordinator" in the State or County Attorney's Office can help get paperwork about the charges and the "conditions of release" that the Defendant has to follow. Bring copies of this paperwork to court.
- **Letters, phone messages, and e-mails from the defendant** that helps show the abuse or stalking.
- **Witnesses who directly observed the abuse**, directly saw injuries, directly heard threats of physical harm or saw stalking behaviors may be able to testify.
- **Visitation plan** for shared children to propose for to the Judge. Talk with an advocate or a lawyer about visitation options.

Violation of Restraining Orders

New Hampshire

Under R.S.A 173-B:9, any defendant who violates a temporary or permanent protective order shall be arrested by law enforcement. The arrest may be made within twelve hours (without a warrant so long as there is probable cause).

Penalty: The person shall be guilty of a Class A misdemeanor if s/he knowingly violated the protective order. It cannot be reduced to a lesser charge, as other crimes may be. If the person was convicted under R.S.A 173-B:9 of violating a protective order in another jurisdiction that is enforceable under NH law and within six years of either the conviction or completion of the sentence (whichever is later), and then subsequently commits and is convicted of one or more offenses involving abuse, they may be charged with an enhanced penalty as follows:

- Class B felony would be raised to a Class A felony
- Class A misdemeanor would rise to a Class B felony
- Class B misdemeanor would rise to a Class A misdemeanor
- a violation would rise to a Class B misdemeanor

Vermont

Under 13 V.S.A. §1030, an officer may arrest with probable cause for violating a restraining order

Penalty: The first conviction is a misdemeanor, and punishment may include up to one year in prison and/or a fine of up to \$5,000.00. Subsequent violations for the rest of the person's life are a felony, and punishment may include up to three years in prison and a fine of up to \$25,000.00. In both cases the offender may be ordered by the court to participate in domestic violence counseling.

Domestic Violence Lethality Assessment Protocol (LAP)

Police officers use the LAP protocol when responding to domestic violence calls – this protocol should only be used in the context of an intimate partner relationship. The protocol is designed to assess the lethality of the situation, and puts in place interventions when there is a possibility of lethality.

To “screen in” and trigger the protocol referral, a victim answers:

- **YES** to questions # 1, 2 or 3
- **NO** to 1-3 but **YES** to any 4 of questions #4-11
- **NO** to all, or yes to less than 4 of questions #4-11 if officer believes it's appropriate

In addition, an officer may trigger a *Protocol Referral* whenever they feel it would be useful.

If a victim screens-in, the police officer:

- explains to victim that research shows “other victims in their situation have been killed”
- makes a phone call to WISE and encourages the victim to speak to the advocate
- gives the victim private/confidential space to talk with advocate

Even if a victim does not screen in, the officer will still tell the victim that the situation is dangerous and provides the contact information for WISE.

When an Advocate receives a LAP Call:

1. The answering service may tell you this is a LAP call - call officer back quickly-they're at the scene
2. You will first talk to the officer who will likely tell you which questions the victim answered “YES” to and other basic information, then give the phone to victim. Advocates don't need very much info from the police officer!
3. Introduce yourself and WISE. Open the conversation and give the victim and opportunity to share what they want to share:
“Hi _____, this is _____ from WISE. WISE is the DV/SV/Stalking support agency in the Upper Valley. All of our support and advocacy is free and confidential, and we will never tell you what to do. We support victims in whatever ways make sense to them. We are not a part of the police department, and won't share what we talk about with the officer. Thanks for talking with me. It sounds like you've had a pretty hard night and that there is a lot going on. Is it OK to take a minute to talk to me, maybe I can help figure out what's going on and what might come next? I'm sure the officer already told you, but the reason that he called me is because we are worried about your safety. Women who have been in similar situations have been killed by their partners....”
4. Safety plan - “WISE is here-We're concerned about your safety”
 - What are next steps for safety right now and tonight? Housing? Arrest? Etc.
 - We can meet in person at the PD, hospital, or court for support
 - We can help fill out a restraining order paperwork or be there if they're planning to do an interview with Police.
 - In VT, we can accompany them to a MITC interview and explain what that is.
5. Get contact information, ask if they would like someone to follow up the next day, make sure they know WISE is available 24/7
 - Name, phone number, do they want WISE to follow up? Is it safe to leave a message?

6. End the call (these are usually short calls): "Thanks for talking to me. I'm really glad we had an opportunity to talk."
7. Reassure confidentiality before you get off the phone. We do not share information with the PD.
8. Call WISE and leave a message: 603.448.5922 and press 1 for machine
 - o Leave a message with name, number, that it was a LAP, and name of the PD. Let us know if they would like a call back and if it's safe to leave a voicemail.
 - o Check in with Stacey the next day for any other details from the call.
 - o Indicate on your contact sheet that this was a LAP call, include the police department and name of the officer.

Reasons an officer would initiate a LAP screen:

- When they believe there has been an assault, attempted assault, or other act of domestic violence
- When they believe the victim faces danger once the officer leaves
- When the home or parties are repeat calls
- When their gut tells them the situation is dangerous

Protocol for the officer:

- Officer advises the victim that they would like to ask some questions to get a better idea of the situation
- Asks the victim all the questions in order
- Reports a positive screen (protocol referral) if the victim answers yes to question 1, 2, or 3
- Reports a protocol referral (PR) if the victim answers no to 1-3, but yes to any four of questions 4-11
- May still report a protocol referral if the first responder believes it is appropriate even if the victim answers no to all or yes to less than three of questions 4-11. The first responder may trigger PR whenever she/he wants

Positive screen procedure for the officer:

- Advises the victim that they are in danger and that "people in their situation have been killed"
- Tells victim they will call WISE to get information to help them and they would like them to consider speaking to the advocate. Even when victim declines, they will still call WISE
- Provides basic information to the advocate, encourages the victim to speak to the advocate on the phone. If the victim declines, Officer obtains safety planning information from WISE
- Requests a safe phone number from the victim and gives this number to the advocate
- Ends call and advises victim of safety planning points provided by the advocate



NEW HAMPSHIRE DOMESTIC VIOLENCE LAP SCREEN FOR FIRST RESPONDERS



Officer:	Date:	Case#:	
Victim:	Offender:		
<input type="checkbox"/> Check here if victim did not answer any questions.			
► A "Yes Response to questions #1-3 automatically triggers the protocol referral.			
1. Has he/she ever threatened you with a weapon?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
2. Has he/she threatened to kill you or your children?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
3. Do you think he/she might try to kill you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
► Negative responses to questions #1-3, but positive responses to at least four of questions #4-12 trigger the protocol referral.			
4. Does he/she have a gun or can he/she get one easily?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
5. Has he/she ever tried to choke you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
6. Has he/she ever forced you to have sex when you did not wish to do so?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
7. Is he/she violently or constantly jealous or does he/she control most of your daily activities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
8. Have you left him/her or separated after living together or being married?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
9. Is he/she unemployed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
10. Has he/she ever threatened to kill himself/herself?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
11. Do you have a child that he/she knows is not his/hers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
12. Does he/she follow or spy on you or leave threatening messages?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Ans.
<i>An Officer may trigger the protocol referral, if not already triggered above, as a result of the victim's response to the below question, or whenever the officer believes that the victim is in a potentially lethal situation.</i>			
Is there anything else that worries you about your safety?		If yes, what worries you?	
Check one: <input type="checkbox"/> Victim screened in according to the protocol. <input type="checkbox"/> Victim screened in based on belief of the officer. <input type="checkbox"/> Victim did not screen in.			
If victim screened in: After advising her/him of a high danger assessment did the victim speak with the hotline advocate? <input type="checkbox"/> Yes <input type="checkbox"/> No			

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 but these victims face much higher risk than that of other victims of intimate partner violence.

- 1) Call Local Crisis Center at: 1-866-644-3574
- 2) Tell them your name, department and that it is a LAP call.
- 3) Give them your call back number. DO NOT USE VICTIM'S PHONE NUMBER AS CALL BACK NUMBER
- 4) Give screening form to department LAP contact.

Guidelines for Working with Police

At the police station:

- Check in both when arriving and departing the station and introduce yourself to the dispatcher and/or the officer on duty.
- Introduce yourself to the victim, explain how WISE might be able to assist. It is the victim's decision if they want to work with WISE.
- If the victim would like to talk with you, you may ask the dispatcher or officer on duty if there is a confidential space (such as a conference room and not the lobby) that you may use.
- If they don't want to work with WISE, let the dispatcher or the officer on duty know that WISE is available in case anything changes.
- If a restraining order is appropriate and the paperwork has not been done, you can begin that process. See the Restraining Order section for guidance.

Advocates help survivors access what they need:

- WISE is there for the victim. Be professional, courteous and diplomatic to the police, but do what feels right. The court prefers that people go to court during business hours to get a restraining order unless it is an emergency. Therefore, the police may want to know why this needs to be done after-hours. Sometimes the answer is obvious: something has just happened, this is the only safe time to leave because the abuser is at work, or the victim has just reached the point at which s/he is ready to take this step. That is why it may be important for WISE to advocate for the victim by portraying an accurate picture of the situation and requesting that the order be put before a judge. Ultimately it is up to the judge to decide whether it is an emergency or not and whether or not to grant the order.
- If any problems arise with the police, let WISE staff know as soon as possible so the issue can be followed up.

Safety plan:

- Think about immediate and short-term needs first – restraining order, safe place for the night, transportation, food, etc.
- The police will often provide transportation to a hotel/motel. If the police are unable to provide transportation, call the WISE back-up on-call staff member to brainstorm other options. WISE may be able to pay for a taxi.

Encourage the victim to stay in touch with WISE:

- WISE can provide ongoing support and resources.
- If they'd like WISE to reach out to them, make sure you get a phone number and ask if it's safe to leave a message, then pass that along to the answering machine and/or in check in with Stacey.
- Make sure the survivor has our crisis line number and webchat link and knows they can contact us 24/7.

What's the difference between a restraining order and bail conditions?

Sometimes it's confusing why a restraining order is necessary when there are already Conditions of Release. CoR, or Bail Conditions, are put in place by a judge based on a criminal event. Protective Orders offer safety provisions for the plaintiff and children/pets. Protective orders may also address issues such as temporary decisions about visitation and custody. Bail Conditions are in effect at the discretion of the judge, and only until a hearing/trail or other resolution of the case. Protective Orders can be modified by the survivor. Civil and criminal cases are separate from each other, so withdrawal by a plaintiff or dismissal by a court of a civil protection order has no bearing on bail conditions and vice versa. Violations of both Bail Conditions and Protective Orders can be enforced by law enforcement. Depending on the circumstances, violations may cause Bail to be revoked by the court, meaning a defendant will be held in jail until the court reviews the case.

Trauma-informed interviews Information

- These interviews do not generally take place after hours.
- If a survivor is interested in an interview as described below (FETI, SIU, etc.), please leave a message on the backline at WISE or connect with Stacey.
- A WISE advocate will follow up with the survivor. They will arrange the interview and provide ongoing advocacy.

WISE MITC program (Multidisciplinary Interview and Training Center) is in White River Junction

- MITC staff are Abby Tassel, Shannon Smith and Alycia Beattie
- MITC:
 - Provides Forensic Experiential Trauma Interviews (FETI) for victims of gender-based violence,
 - Works with law enforcement to build their capacity to provide trauma-informed responses to victims, and
 - Maintains a cohort of experts to testify in court.
- With the opening of the MITC office, we also have a separate office for advocates to meet with survivors by appointment in White River Junction. They should call the WISE office to arrange this.

What is important for crisis line volunteers to know about MITC interviews?

- MITC FETI interviews use what we know about trauma to
 - Make interviews safe and comfortable for survivors (including having an advocate present)
 - Record accurate accounts of what survivors are able to share about their experiences
- Hartford and Woodstock Police Departments should be referring all of their felony-level domestic violence to MITC for a full interview as well as other cases as they see fit.
- The Windsor County State's Attorney's office is referring other domestic violence for MITC interviews.
- Video recordings of MITC interviews can be used for criminal cases, but also for other cases the survivor may be involved in including divorce, custody or a possible future law enforcement report
- If referred by an advocate, survivors decide whether or not they want the video shared with law enforcement. Note: Videos may be able to be subpoenaed if not shared by choice.
- WISE staff advocates can arrange for a survivor to do a FETI interview and can be available to accompany the survivor to the interview.
- MITC interviews generally happen during the day, Monday through Friday on Zoom
- In order to avoid conflicts in interviews, MITC staff do not do advocacy work. If a survivor asks for one of them, let them know there are other great advocates at WISE (including you!).

What are some options in the Upper Valley for interviews?

- Domestic violence in VT: MITC can do FETI interviews.
- Sexual assault report to law enforcement (LE) in WISE's catchment area and the rest of Windsor County in VT: The Windsor County SIU (Special Investigations Unit) should be getting referrals for all interviews. Interviews will be by SIU or MITC staff. Staff advocates can make this referral during the day.
- Sexual assault report to law enforcement outside of Windsor County in Vermont: the SIU in the county in which the crime was perpetrated will do that interview/investigation unless there is a conflict.

- Sexual Assault Report in NH: Hanover Police has a program called You Have Options. With this program a survivor can do a FETI interview with or without an investigation. HPD is open to doing these for other NH residents, however, if the survivor is reporting the assault (i.e., wants it investigated), the police department in the jurisdiction in which the assault was perpetrated (if it's not Hanover) will do the investigation.
- Civil Cases or other interviews: MITC will probably be able to do an interview. Have the survivor connect with a staff advocate to have a conversation and/or schedule an interview.

Why might someone want at FETI interview?

- Forensic Experiential Trauma Interviewing (FETI) is an innovative, science-informed, interview protocol that maximizes opportunities for accurate information collection.
- FETI interviews document the participant's experience of the violence in a way that works with the traumatized brain, not against it.
- Survivors feel supported and believed when they have a FETI interview.
- FETI interviews capture the subjective experience of gender-based violence, something that is usually absent from law enforcement interviews which are focused on the "who, what, where, when and how" of an event.
- FETI interviews capture the context of violence, not only a violent event. This is useful in terms of assessing predominant aggressor as well as the perpetrator's pattern of behavior which can be important in prosecution or plea deals.
- A safe environment, open questions and sensory cues help survivors access memories that they thought they did not have access to without feeling overwhelmed.
- The criminal legal system can be particularly difficult for people who have experienced trauma. With this more survivor-centered approach, victims can be more effectively supported, some of the challenges to the investigation and prosecution of gender-based violence can be eliminated, and re-traumatization is reduced.

Court Contact Information

New Hampshire

Court paperwork: <https://www.courts.state.nh.us/>

New Hampshire Supreme Court

1 Charles Doe Drive, **Concord, NH** 03301
Phone: (603) 271-2646

Lebanon Family (Circuit) Court

38 Centerra Parkway, **Lebanon, NH** 03766
Phone: 1-855-212-1234

Vermont

Court paperwork: vermontjudiciary.org
Vermont statute: <https://legislature.vermont.gov/>

Vermont Supreme Court

111 State St, **Montpelier, VT** 05609
Phone: (802) 828-4774

Windsor Superior Court (Family and Criminal)

82 Railroad Row, White River Junction, VT 05001
Phone: 802-295-8865

Legal Advocacy at the Program Center

There are many kinds of legal resources available for survivors navigating the aftermath of abuse. These may include:

- Restraining orders
- Stalking orders
- Criminal charges
- Divorce
- Custody (Parenting)
- Immigration matters
- Other: e.g., eviction, small claims court, guardianship

Staff advocates have more intensive training and access to resources for survivors that need to access legal resources. Depending on a survivor's financial status, and the nature of the case, Staff advocates are often able to connect survivors with local attorneys for free, low cost, or full cost consultation and representation. There are lots of variables, so while it's important to encourage survivors to connect during the day for support with legal resources, we cannot promise that we will be able to provide representation. Say something like, *"It may be helpful to speak with a staff advocate during business hours, there may be additional legal resources that they would have access to that may be able to support your situation."*

What can WISE Staff Advocates do during office hours?

- Be with survivors throughout the legal process – to prepare, process, and sit beside survivors in their hearings.
- Access forms to file for a variety of cases and motions, for example: divorce, custody, motion to waive filing fees, etc.
- Support pro se filing to reopening custody cases.
- Share research and experience on trends and strategies that may impact their success in court; help manage expectations about what is possible and likely in potential outcomes.
- Help navigate systems: child support, child protective services, Guardians Ad Litum, etc.
- Be a confidential sounding board for wants, needs, frustrations and strategy.
- Act as a voice of truth in opposition to the abuser's scare tactics: "if you divorce me, I'm going for full custody and you won't see a penny!"
- Work with survivors on all the other stuff going on in their lives as a result of the abuse: housing, financial advocacy, referrals to counseling, referrals to social services.
- Provide preparation and accompaniment for forensic interviews, meetings with prosecution (state's attorney in Vermont; county attorney in New Hampshire). Assist with Victim's Compensation application. Write Advocate letter for New Hampshire relocation funds. Facilitate getting the victim's questions answered about where the case stands.

Working with Attorneys

Attorneys and advocates have different roles, responsibilities, and goals. Attorneys have expertise that advocates do not have regarding laws, rules, judicial practice, legal precedence, evidence, and legal strategy. Attorneys cannot provide counseling or ongoing emotional support. Attorneys usually have limited time and resources and must use them efficiently, staying focused on relevant legal issues. It may take several days for an attorney to return a call. Contact with an attorney usually happens in relation to an upcoming court event or legal needs, rather than regular ongoing contact.

Rarely will a person ever get everything s/he wants in court. The job of the attorney is to get the best outcome based on the facts of the case and the realities of the legal system. Legal strategies may not be clear to lay people. When an attorney advises against what a victim really wants or fails to mention something in court that is important to the victim, do not automatically assume that the attorney does not "get it." Attorneys must be realistic with victims about what will happen in court, even if it is not what she wants to hear.

Often, the attorney is the best ally. Use extreme caution if a victim complains about her attorney or wants to fire her attorney. This does not mean advocates should always defer to attorneys. Ask lots of questions and help with communication between victim and attorney. Help the attorney understand that any litigation strategy must be consistent with a survivor's safety plan and consider safety provisions to be requested in orders. Help victims prepare for meetings with attorneys. Refer to your court advocates and work as a team with the survivor and the attorney for maximum efficiency and best possible outcomes.

When Victims are Arrested

Across the country victims are arrested for committing domestic violence even though they are the victims. WISE works with police to focus law enforcement efforts on identifying the predominant aggressor, i.e., the person who is using power and control tactics against their partner, as opposed to who violated a statute in a certain situation. This is different from other crimes the police respond to. For example, victims will use violence in self-defense in ways that may constitute "assault", but in the larger context of the relationship are the ones who need protection. Police are concerned with protecting communities, and perpetrators of the pattern of violence should be their focus. WISE works with the person who is the victim of the larger pattern of power and control tactics, even if they have been arrested. WISE can support them through the criminal process: accompanying them to court, assist with accessing legal resources, provide emotional support, trial preparation, or be a resource for finding community service if they are found guilty.

Immigration Legal Resources

For issues related to translation services and language/cultural barriers, see Social/Cultural section.

The Emergency Room in any public hospital must give medical care, even if someone is undocumented and/or does not have insurance. They are required to provide an interpreter.

WISE has a program called Welcoming All Nationalities Network (WANN) directed by immigration attorney, Kate Semple Barta. She works with survivors to navigate their legal options and immigration status. If the person you are talking with is in immediate danger of being arrested or deported, call your backup to connect with Kate Semple Barta. Otherwise you can give the survivor Kate's contact information: kate.barta@wiseuv.org, Phone: (603) 448-5922 x 103.

Here are some helpful questions to ask to determine if the person is in immediate danger:

- Sometimes people are not allowed to keep or hold on to their own ID or travel documents. Have you ever experienced this, or are you in a situation where you think this could happen?
- Sometimes people work for someone or spend time with someone who does not let them contact their family, spend time with their friends, or go where they want when they want. Have you ever experienced this, or are you in this situation?

If someone calls the police for assistance and are asked about their immigration status or where they were born, they have the right to refuse to answer.

International Institute of New England

470 Pine St, Lower Level, Manchester, NH 03104

Phone: (603) 647-1500 Anne Copper at ext. 107

Website: iine.org

Assists newcomers in successfully adjusting and adapting to their communities, fosters mutual respect for all ethnic traditions, and finds creative and workable responses to problems unique to the foreign-born.

New Hampshire Catholic Charities

215 Myrtle St, Manchester, NH 03104

Phone: (603) 669-3030; Toll-free: 800-562-5249

Website: cc-nh.org

Provides legal assistance for immigration cases; English and Spanish speaking

Vermont Asylum Advocates

20 Allen St, 3rd Floor, Burlington, VT 05401

Website: <https://www.aalv-vt.org/staff>

Phone: (802) 985-3106

Email: info@aalv-vt.org

Provides help to recent immigrants with any legal issues; once the individual becomes a client, the organization can also work with them on other issues such as access to social services; they can refer clients to individuals from the same country also living in Vermont

New Hampshire Legal Resources

Public libraries are also a good idea for clients with no internet access at home or whose internet use might be monitored by their perpetrator.

American Civil Liberties Union (ACLU)

18 Low Ave, Unit 12, Concord, NH 03301

Phone: (603) 225-3080

Website: aclu-nh.org

Provides legal advice regarding civil liberties and civil rights matters that happen in the state of New Hampshire; requests for legal help must be in writing; may be helpful to call for immigration/discrimination issues

The Disability Rights Center

64 North Main St, Suite 2, 3rd Floor, Concord, NH 03301

Phone: (603) 228-0432; Toll-free: 800-834-1721

Website: drcnh.org

Provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related problems

The DOVE Project

2 Pillsbury St, Suite 300, Concord, NH 03301-3502

Phone: (603) 224-5387

Website: nhbar.org/legal-services-programs/dove/

The DOVE Project was developed to provide victims of domestic violence with representation during a permanent restraining order hearing; there are eligibility guidelines; applications are available at the WISE office

Law Line of New Hampshire

Phone: 1-800-868-1212

Website: <https://www.nhbar.org/>

Free legal advice provided to the public the second Wednesday of every month from 6-8pm

Lawyer Referral Service

Phone: (603) 224-6942

Website: newhampshirelawyerreferral.com/

Service provided by the NH Bar Association; provides referrals to attorneys statewide; WISE can refer clients to LARC and NHLA's special DV programs; clients should call WISE staff during regular hours to ask if legal help is available

Legal Advice and Referral Center (LARC)

15 Green St, Concord, NH 03301

Phone: 1-800-639-5290

Website: nhlegalaid.org

Helps low-income residents find free legal help in New Hampshire in the area of family law, local welfare, and housing; the help may be information, advice, legal representation, or referral to another organization

New Hampshire Legal Assistance (NHLA)

117 North State St, Concord, NH 03301

Clairemont: 1-800-562-3994; Manchester: 1-800-562-3174; Portsmouth: 1-800-334-3135

Berlin: 1-800-698-8969; Concord: 1-800-921-1115

Website: <https://www.nhla.org/>

Non-profit law firm offering legal services in civil matters such as basic needs to senior citizens and low-income persons including education and empowerment, advice, representation, and advocacy for systemic change

Office of Victim/Witness Assistance

33 Capitol St, Concord, NH 03301

Phone: (603) 271-3671

Website: doj.nh.gov/criminal/victim-assistance/

Provides 24 hours direct services and support in all the state's homicide cases and helps develop statewide victim services.

The Pro Bono Program of the New Hampshire Bar Association

2 Pillsbury St, Suite 300, Concord, NH 03301

Phone: 603-224-5387

Website: nhlegalaid.org/about/pro-bono

Pro Bono links low-income people with volunteer attorneys who provide representation at no charge; Pro Bono attorneys only handle civil (non-criminal) cases

Pro Se Divorce

A divorce in which each spouse represents himself or herself in court without a lawyer; couples divorce pro se to save money; one or both of the spouses do divorce paperwork and file an action in court; kits are available at the courthouse

Modest Means Legal Program

2 Pillsbury St, Suite 300, Concord, NH 03301

Phone: (603) 715-3290

Website: <https://www.nhbar.org/lawyer-referral-service/modest-means-legal-program/>

If eligible after initial screening, caller will be referred to lawyers willing to offer legal services at reduced rates

Victims' Compensation Program

33 Capitol St, Concord, NH 03301

Phone: (603) 271-1284; Toll Free: 1-800-300-4500 (in NH only)

Email: victimcomp@doj.nh.gov

Website: doj.nh.gov/grants-management/victims-compensation-program/

Helps innocent victims of violent crime with any expenses directly related to crime injuries.

Vermont Legal Resources

Public libraries are also a good idea for clients with no internet access at home or whose internet use might be monitored by their perpetrator.

American Civil Liberties Union of Vermont

137 Elm Street, Montpelier, VT 05602

Phone: (802) 223-6304

Email: info@acluvt.org

Website: acluvt.org

Works in courts and communities to defend individual rights

Hartford Community Restorative Justice Center

58 North Main St, White River Junction, VT 05001

Phone: (802) 291-7173

Website: hartfordjusticecenter.org

Works to reduce crime and rebuild the community in Hartford by working in partnership with area residence and law enforcement to provide programs based on the principles of restorative justice.

Have Justice Will Travel

9580 VT-113, Vershire, VT 05079

Phone: (802) 685-7809; Toll-free: 1-877-496-8100

Website: havejusticewilltravel.org/

A free service working to bring an end to the generational cycle of abuse for women and children in rural communities through a unique and innovative mobile multi-service model

Law Line of Vermont

274 North Winooski Ave, Burlington, VT 05401

Legal Helping Phone: 1-800-889-2047

Office Phone: 802-863-7153

Website: lawlinevt.org

Provides free consultation, advice and community education to low income Vermonters

Marsicovetere and Levine Law Group

128 Gates St, White River Junction, VT 05001

Phone: (802) 221-4461

Website: <https://www.rivercitylawyers.com/>

Serves as the Public Defender's Office for Windsor County

Randolph Community Justice Center

7 Summer St, Randolph, VT 05060

Phone: (802) 272-5686

Email: kymandersonvt@gmail.com Website: cjnvt.org/center/randolph-community-justice-center/

Provides opportunities for conflict resolution where victims play a central role in the proceedings and their needs are heard and addressed

South Royalton Legal Clinic

164 Chelsea St, PO Box 96 South Royalton, VT 05068

Phone: (802) 831-1500

Email: smee@vermontlaw.edu

Website: vermontlaw.edu/academics/clinics-and-externships/south-royalton-legal-clinic

Sponsored by Vermont Law School; legal representation with no fee for Vermont residents. WISE staff can refer clients to special services for protective orders and divorce/custody matters

LGBTQ+ Legal Resources

GLAD

18 Tremont, Suite 950, Boston, MA 02108

Phone: (617) 426-1350

Website: glad.org

Gay and Lesbian Advocates & Defenders (GLAD) is New England's leading legal rights organization dedicated to ending discrimination based on sexual orientation, HIV status, and gender identity and expression

Lambda

120 Wall St, 19th Floor, New York, NY 10005

Phone: (212) 809-8585

Website: lambdalegal.org

Legal organization working for the civil rights of lesbians, gay men, and people with HIV/AIDS through impact litigation, education and public policy work

The Network/La Red

PO Box 6011, Boston, MA 02114

Phone: (617) 695-0877; Hotline: (617) 742-4911; Toll-free: 800-832-1901 Website: tnlr.org

Survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, BDSM, polyamorous, and queer communities

Pride Center of Vermont

255 South Champlain St, Suite 12, Burlington, VT 05401

Phone: (802) 860-7812

Website: pridecentervt.org

Comprehensive community center dedicated to advancing community and the health and safety of LGBT Vermonters; offers a drop-in resource center, community meeting spaces, 3,000-volume lending library, David Bohnett Cyber Center, and social events

Victims Compensation

New Hampshire

The NH Victims' Assistance Commission helps victims of violent crimes with expenses directly related to crime injuries. Available to any person who sustains injuries as a result of a felony crime, or as a result of DWI that occurred in NH.

What do you have to do to get help?

- You must have a police report of the crime and/or a domestic violence protection order
- You must file an application with the Commission within one year from the date of the crime; time frame may be waived for good cause
- You must incur at least \$100.00 in out-of-pocket loss or liability as a direct result of the crime
- You must not have contributed in any way to the injury or death
- You must not have been assisting in or committing a criminal act causing your injuries

What expenses can be paid for?

- Medical and dental care needed for the crime-related injuries
- Crime-related mental health counseling with a licensed therapist
- Relocation costs not exceeding \$4,000
- Emergency funds for sexual assault victims
- Reimbursement for replacement of clothing or bedding held by evidence purpose
- Mileage to and from licensed health care providers
- Cost associated with securing and cleaning a crime scene
- Medication and medication management
- Lost wages or loss of paid leave

Vermont

Financial assistance to victims of violent crimes who have experienced a financial loss as a direct result of the crime, as long as the loss is not reimbursable through other resources such as insurance.

What do you have to do to get help?

- You must have a police report of the crime and/or a domestic violence protection order
- The victim has suffered physical injury or emotional harm as a direct result of a violent crime
- The crime was committed in VT, or was committed against a VT resident in a state or county that does not have a Compensation Program
- The crime was committed after July 1, 1897
- The victim did not violate a criminal law of this state which caused or contributed to his/her injuries or death
- Family members of homicide victims are also eligible

What expenses can be paid for?

- Medical and dental care
- Counseling for victims and family members
- Funeral expenses
- Lost wages due to time missed from work
- Other expenses such as prescriptions, eyeglasses, and limited transportation costs
- If death occurs as a result of the crime, legal dependents may receive temporary living expenses
- Limited relocation assistance

Reporting Child Abuse

All advocates working on behalf of WISE are mandated reporters of child abuse and neglect. WISE has an advocate that specializes on the intersections between child abuse/neglect and domestic violence as well as a Youth Advocate

Call your back up to discuss if you think you may need to report child abuse or neglect.

New Hampshire

NH Law requires **any person** who suspects that a child under age 18 has been abused or neglected **must report** that suspicion to DCYF within **48 hours**. ([New Hampshire RSA 169-C:29-31](#))

To report child abuse or neglect, call (800) 894-5533 (in-state) or (603) 271-6562.

Website: <https://www.dhhs.nh.gov/dcyl/index.htm>

Division for Children, Youth, and Families (DCYF)

Phone: (603) 271-4451; Toll Free: (800) 852-3345

Office hours: M-F 8am-4:30pm

Claremont District Office

Phone: (603) 542-9544

Vermont

All Vermonters are encouraged to report their concerns about children's safety. Mandated reporters **must report** suspected child abuse and neglect within **24 hours**.

Phone: 1-800-649-5285; Website: <http://dcf.vermont.gov/protection/reporting>

Child Care Helpline

24-hour child care helpline: 1-800-649-2642

Department for Children and Families (DCF)

Phone: (802) 241-2131

Office hours: M-F 8am-4:30pm

White River Junction Family Services District Office

Phone: (802) 295-8840

For emergencies, call the local Police Department for assistance.

Mandated Reporting

All WISE staff and volunteers are mandated to report physical or sexual abuse and neglect of individuals under 18 to child protective services.

Please call and check in with your Back Up before making the report.

If a report needs to be made, advocates do so within the empowerment model, believing that victims/survivors are the experts in their situation and are actively navigating safety for their family.

Mandated reporting of child abuse and neglect is the only exception to the protected, confidential communication between survivors and advocates. In order to preserve the foundational trust in the survivor/advocate relationship, and practice empowerment at all times, we are committed to transparency about our obligations to report child abuse and neglect, and help families understand what a report may mean. This could result in survivors deciding not to share all of the details of their lives with us, and that is completely their choice.

Tips for being a Mandated Reporter:

- Address the limits to confidentiality *before* disclosure
- Assure the caller that we want to work with them should a report need to be made.
- Talk about the options around your status as a mandated reporter
- Offer to think about what involvement from child protection may mean to the family:
- There may be benefits and risks to talk through
- The person may already have experience or currently be involved with DC(Y)F
- The person can connect with our co-located Family Violence Prevention Specialist advocate to learn more about what involvement can mean, and to have guidance to navigate DC(Y)F involvement
- You and/or the caller may not have enough information to report to cause an investigation. The caller themselves, or others, may be helpful resources to provide information about child risk/safety.
 - Think about the child's teachers, therapists, and doctors, and work to make sure that the child has a robust support network of adults
- All adults in NH and most adults in VT (based on professions likely to interact with children) are mandated reporters of child abuse and neglect
- NH does not consider dating violence by a non-caregiver of an older teen to fall within the parameters of DCYF involvement. VT does require reports of adolescent dating violence and/or sexual violence, but may agree not to inform the parents or interview the perpetrator if the survivor doesn't want them to and the situation meets certain safety requirements.

New Hampshire	Vermont
<p>Age of Consent: 16 but if someone is between 16 and 18 years old, they legally cannot consent to sexual activity with an authority figure, like a teacher or coach. "Authority figure" is open to interpretation by law enforcement/state's attorney.</p>	<p>Age of Consent: 16 & between 15 and 18. A person has to be 18 to consent to sexual activity with an authority figure, like a teacher, coach, or religious leader.</p>
<p>Mandated Reporters: ALL adults must report suspected child abuse or neglect to DCYF, 1/800.894.5533</p> <p>Please call your backup before making a report</p> <p>Confidentiality: We can provide confidentiality for minors who are at least 15 years old, although we are still mandated reporters. If you're working with someone 14 or younger, you can assure them you're keeping their information private. Confidential means that there is a law preventing WISE advocates from sharing information; private means that WISE will not share information unless required to by a court. If a youth does not want a mandated report made, suggest they leave out identifying information or speak in hypotheticals.</p>	<p>Mandated Reporters: School professionals, health care professionals, childcare providers, social workers, clergy members, camp counselors, and WISE advocates are mandated reporters of child abuse to DCF, 1/800.649.5285</p> <p>Please call your backup before making a report</p> <p>Confidentiality: We are able to provide confidential services to VT minors, although we are still mandated reporters. If a youth does not want a mandated report made, suggest they leave out identifying information or speak in hypotheticals.</p>
<p>Child Abuse: sexual abuse, intentional physical injury, psychologically injury such that said child exhibits symptoms of emotional problems generally recognized to result from consistent mistreatment or neglect, trafficking. <i>NH does not consider dating violence by a non-caregiver of an older teen to fall within the parameters of DCYF involvement.</i></p>	<p>Child Abuse: abandonment, emotional maltreatment, neglect or physical injury. Emotional Maltreatment, a pattern of malicious behaviors that results in impaired growth or development.</p> <p><i>VT does require reports of adolescent dating violence and/or sexual violence, but may agree not to inform the parents or interview the perpetrator if the survivor doesn't want them to and the situation meets certain safety requirements.</i></p>
<p>Statutes of Limitations: If a minor experiences sexual assault, they have until their 40th birthday to report to police.</p>	<p>Statutes of Limitations: There is no statute of limitations on sexual assault when the victim is under 18.</p>
<p>Protective Orders: A minor (<18 years old) may fill out a DV Petition on their own behalf. A parent may not ask for an order on behalf of a child. Orders can be filed against a dating partner, former sexual partner, family, or someone they are living with.</p> <p>A stalking order can be filed against someone who does not meet the relationship requirements of a Protective Order.</p>	<p>Relief from Abuse Orders: A minor may fill out an RFA petition (often known as restraining orders) for themselves if they are 16 or older. If the RFA is against someone they have dated, there is no age requirement. A parent or guardian may ask for an order on behalf of their child.</p> <p>An order against stalking or sexual assault is an order specifically for sexual assault or stalking and directed at someone who is not a family or household member, not for a current or past dating or sexual relationship. Available only during court hours.</p>
<p>Emancipation: NH allows for limited emancipation for youth 16 and over but it is very rare. This process would require working with an advocate over a period of time.</p>	<p>Emancipation: Minors at least 16 years old can be considered. This process would require working with an advocate over a period of time.</p>

New Hampshire	Vermont
<p>Title IX: Schools that receive federal funding are prohibited from discriminating against people on the basis of sex. Gender-based violence is a form of sex discrimination. You can connect the survivor to a staff advocate to learn more about this process.</p>	<p>Title IX: Schools that receive federal funding are prohibited from discriminating against people on the basis of sex. Gender-based violence is a form of sex discrimination. You can connect the survivor to a staff advocate to learn more about this process.</p>
<p>Medical Care</p> <p>Drug Abuse: Treatment can be provided without parental consent if the patient is at least 12 years old.</p> <p>STDS: Treatment can be provided without parental consent if the patient is at least 14 years old. A doctor may disclose a positive test to parents/guardians.</p> <p>Contraceptives: Youth can access pregnancy prevention medications without parental consent. Parents must be notified about pregnancy.</p> <p>Insurance: The young person might want to take into consideration where they are getting medical care, whether a community health center versus their primary care doctor to avoid billing their insurance and notifying parents that way.</p>	<p>Medical Care</p> <p>Drug Abuse & STDS: Patients may be treated without parental consent if at least 12 years old.</p> <p>Contraceptives: Minors have the right to confidential treatment regarding all contraceptive services, including pregnancy termination. However some doctors might use their own discretion and notify parents. Minors may give informed consent to medical treatment associated with rape, incest or sexual abuse. Patients can be voluntary admitted for mental health examination and treatment if at least 14 years old.</p> <p>Insurance: The young person might want to take into consideration where they are getting medical care, whether a community health center versus their primary care doctor to avoid billing their insurance and notifying parents that way.</p>

Child Protection Advocacy

WISE advocates and volunteers are mandated reporters of child abuse and neglect. All adults in NH and most in VT are as well. Other caring adults in children's lives may also want or feel they need to call to make a report to child protection and be calling WISE for guidance.

People may be thinking about making a report. They may be looking for:

- Support to discuss options and plan for making a report. This may be adults concerned for children, or young people themselves.
- Someone else, or the advocate, to report the situation of abuse or neglect with them.
- Safety planning for how to report, what information to include, and how to stay safe after the report.

People might need support after a report has been made about their family.

- Often people who abuse their partners also abuse their children. The co-occurrence of DV and child abuse can make it difficult for victims to keep their children safe, or their safety strategies are misunderstood.
- Sometimes abusers will call the police or report child abuse against their partners to scare them into not leaving the relationship for fear of losing their children.
- Battering impacts someone's ability to parent and build safe relationships with their children. Advocates can help highlight the protective strategies that the parent/victim is using, and think with them about how to navigate the expectations of an open child protection case if there is one.

During the day, WISE staff advocates can:

- Explain the child protection process and what someone may need to navigate while there's an open case about their family. Advocates can accompany survivors to team meetings and hearings.
- Safety plan and connect survivors with access resources that will improve their experience and success in the process. Families may also need a variety of additional resources, including:
 - medical and mental health care
 - substance misuse treatment
 - the courts (including protection orders and ex parte custody orders in NH, and with relief from abuse and relief from abuse orders on behalf of children in VT)
 - law enforcement
 - safer transitional and sustainable housing options
 - social service advocacy
 - child advocacy centers/forensic interview centers
 - child advocacy and protection program (Pediatric CAPP medical/evidentiary exams)
 - trauma-informed parent/child counseling
 - parental support programming
 - resources to improve child protection service practice, support and impact

MEDIATING FACTORS

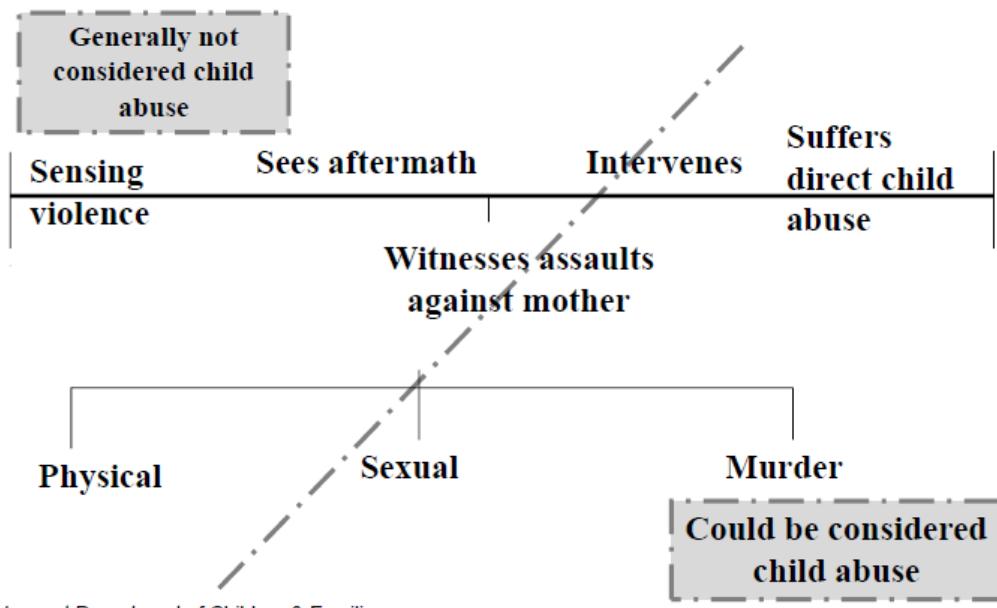
**Strength of the relationship between the mother
and the child**

**Existence and strength of other family
and community support**

**Child's own character, self esteem, and capacity to cope
When, how often, type and severity
of abuse towards mother**

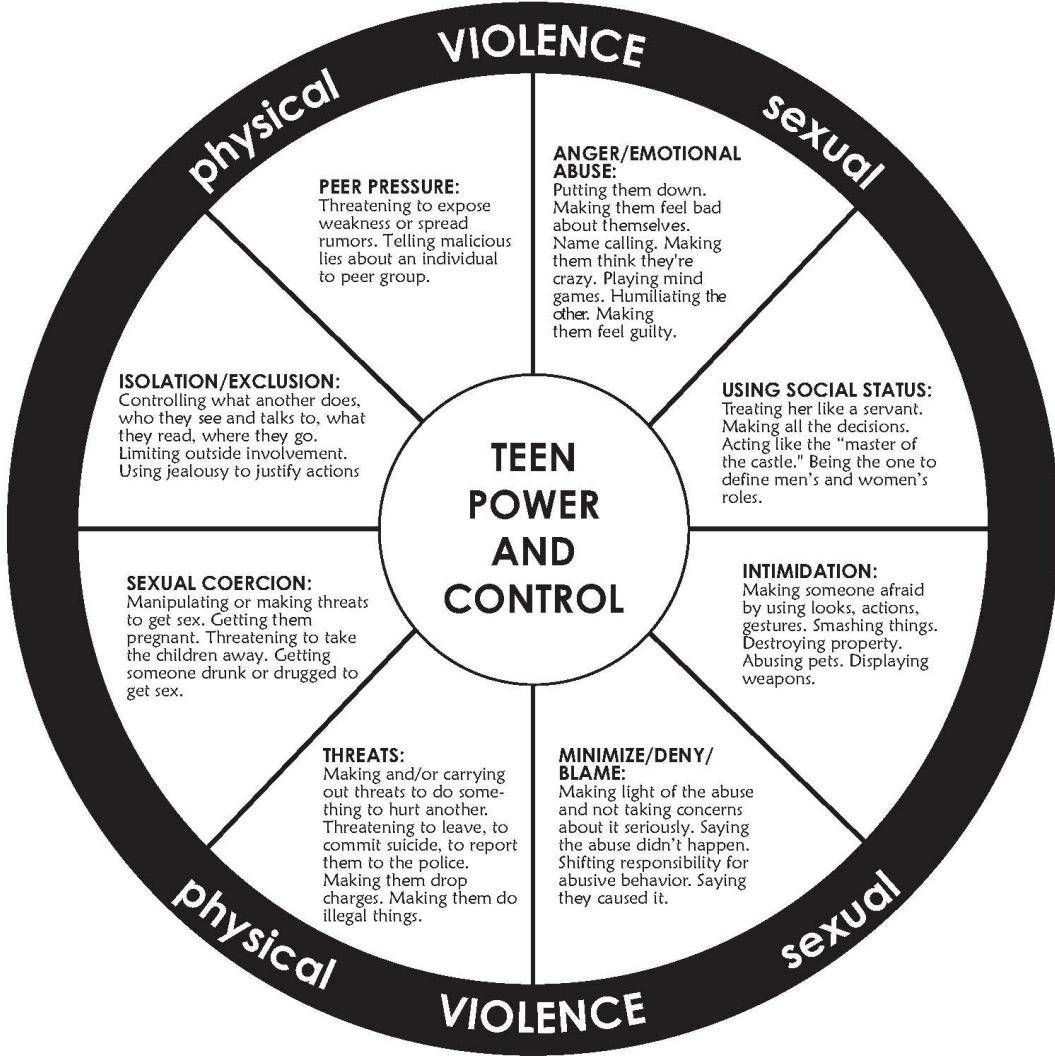
**Type and quality of relationship of child to batterer
Developmental age/stage
Birth order
Gender**

Children's Experiences of Domestic Violence



Vermont Department of Children & Families

Youth & Teen Advocacy


Statistics:

- Women ages 16-24 are the most likely victims of intimate partner violence
- 1 in 5 female students (9th-12th grade) reported being physically and/or sexually assaulted by a dating partner
- 1 in 4 girls and 1 in 20 boys will be sexually abused or assaulted before they turn 17
- 44% of sexual assault victims are under the age of 18
- 93% of juvenile sexual assault perpetrators are non-stranger
- 23% of women and 14% of men who ever experience rape, physical violence, or stalking by an intimate partner first experience dating violence between the ages of 11 and 17
- In VT, female students are 3x as likely as male students to be forced to have sexual intercourse; LGBT students in VT are more than 3x more likely than heterosexual cisgender students; Students of color are significantly more likely than white, non-Hispanic students.
- In NH, female students are more than 3x more likely than males to be physically forced into sexual intercourse, and LGB students in NH are a little more than 4x more likely than heterosexual students.

Principles of Youth Advocacy:

- Believe, trust, respect
- Transparency
- Reliable
- Provide information
- Value fears and problems as genuine
- Not rescuing
- Be aware of barriers to accessing resources

Young people sometimes use advocacy different. Some prefer to have an ongoing relationship with an advocate that they can check in with, update on their lives, and stay connected to, rather than someone that they only reach out to when they need to process something. Sometimes young people will want to spend an hour on the phone with an advocate without addressing the violence that they are experiencing or have experienced. We can build relationships with young survivors without their violence being the primary focus of their life or our conversations, while also addressing the way their life might be impacted by the violence. You might ask about their friends, parents, school life, and extracurricular, all with the hope of expanding their supportive pool. Often working with parents can be really helpful. In the case when a child does not have access to their own phone or a parent monitors their email, a release or planning around this might be helpful. Parents should, whenever possible, be connected to their own advocate.

Other Themes in Youth Advocacy

Living with abuser in home – Like adults, young people might live with the person that is abusing them, either part time or full time. Their abuser might have a legal right to guardianship despite the abuse. The protective parent may have a diverse range of feelings about involving the courts/DCYF/DCF to change their parental rights when it could provoke abuser. Advocates should seek to work with both protective parent and child separately and safety plan in collaboration.

Lack of agency to end abuse – Young people can often be more stuck, unable to change schools or housing situations. They might be stuck in social situations that necessitate interacting with their perpetrator.

Mandated reports being made against a youth's wishes – Often young people who are interacting with WISE are doing so after someone found out about the violence and reported it without their consent. Additionally, this means that parents or family might have also been informed about the violence without the young person's permission. This can make distinguishing WISE advocacy from other agencies (DCYF, CAC, hospital, school, law enforcement) especially important, since the young people might resent all processes their taking part in, including talking to an advocate. Letting them make their own choices, voice their frustrations, and validate their anger can be vital steps in creating a connection, and allowing them to express feelings that other adults have not yet inquired about. Sometimes saying a simple, "how do you feel about being here today?" can go a long way.

Lack of response from systems when desired – On the flip side, some young people are very fired up about getting justice and can experience victim blaming, not being believed, or lack of action on the side of law enforcement, court, and DCYF/DCF. You can assure them that even if these other systems are not doing everything they can to protect them, they deserve care, to be believed, and to be free from violence. Lack of response from systems does not mean that the violence wasn't "bad enough" but instead, that the systems are letting them down.

Protective parent and other supportive adults – Ask about the relationships young people have with the adults in their life, whether that is a close teacher, school counselor, therapist, protective parent, or family friend. Figure out with the teen who might be sources of support outside of you. Connect those people with advocates as well.

Lack of reliable and private communication channels – Sometimes young people have their own phones and email accounts. Sometimes they don't. Sometimes they are monitored by their parents or their school. Talk through with young people about the most private forms of communication. If they share a house phone, talk through how WISE can call them while also protecting their privacy (aka setting a time to call when they know they can pick up). This often takes the collaboration of their parents or caregivers, but we can be creative and maintain their privacy. Webchat is a great option for talking in a confidential way if email is being monitored. If a young person wants an advocate to follow up with them, ask about emails/phones/and the possibility of the youth advocate meeting them at school. School counselors can call WISE and arrange a visit with WISE for a student during a break or by pulling them from class.

Confidentiality/working with parents – In addition to the above mentioned ways to ensure confidentiality, we also want parents to feel supported. If they want to be connected with an advocate at WISE, they can be connected with a different advocate than their child, making it possible to address their needs separately.

Supporting the parent in their relationship with their child – Parents sometimes reach out for support in navigating their child's relationship with the abusive parents. The parents sometimes find it challenging to hold back thoughts and feelings they had about their ex partners in the hopes of not talking badly about them in the similar way their partners to their children or making the children feel caught in the middle. And also, as they see their children struggling with their own feelings towards their abusive parent, feeling a pull to provide insight. The advocate can explore with the parents how they might connect with their children around their feelings towards the other parent, allow them to lead the way in that conversation, and provide insight when it's helpful and offer to connect the young person with their own advocate, so they have someone a little more removed to be able to openly explore their conflicted feelings with. Advocates can also be helpful with parents who are supporting a child who has an abusive partner or has been sexually assaulted. Sometimes parent instincts to be protective can be detrimental to their relationship, turning to punishment to try and prevent their child experiencing violence. Advocates can validate these fears and instincts and work with the parent to figure out ways to nurture that relationship and foster connection and support rather than punishment and fear.

Lack of transportation – Young people do not always have their own form of transportation. Sometimes family members or guardians are willing to drive them to WISE or they might be able to take a bus. You can talk through options of accessing advocacy, such as Webchat or phone. If they have a relationship with a school counselor, you can see if they are open to talking to their school counselor about setting up an appointment with WISE. Some school counselors will seek parental permission so this is a consideration as well.

Lack of reaching out – Young people are usually less likely than adults to reach out for support when they need it. You can ask them if it's ok to have the WISE Youth Advocate follow up with them directly by phone or email.

How schools respond – Schools may respond drastically different to young people whose experienced violence. Some schools will expel a perpetrator, some schools will issue no contact agreements, and others may undermine, blame, or disbelieve a survivor and be complacent. You can assure young people that they deserve schools to take their abuse seriously and brainstorm how they might have their needs heard and addressed. A WISE staff advocate can work with the student, family, and administrators to navigate school accommodations and/or safety plan navigating around the school with a perpetrator still attending.

How friend groups respond – Young people often have rich social lives and can be especially impacted by their social group. When a young person has experienced violence by someone at their school or in their peer group, this can be challenging to navigate socially. As people find out or as the survivor

confides in their friends, their friends reactions might vary drastically. Some friends might be fiercely protective, even leading them to tell the survivor what to do and taking away their control. Others might be doubtful. Others might defend the perpetrator or distance themselves. Others might continue to stay friends or in close proximity despite knowing what the perp did. This can greatly impact how the survivor internalizes what happened to them. As an advocate, you can help them identify the supportive friends and offer another perspective if a young person doubts their own feelings or experiences because of friends' response or lack thereof.

Consensual nude sharing and sexting – It's not uncommon for there to be an exchanging of sexual images or text before or after a sexual assault between a victim and their perpetrator. At WISE, we know that nudes are not consent, and so do perpetrators, but it doesn't stop them (and other people and systems) from blaming victims who sent nudes for their own sexual assault. The attitudes of many adults in systems like child protection, law enforcement, and school administration is often that young (especially) girls shouldn't send nudes or sext if they don't want to actually have sex. Some helpful soundbites when engaging with people like this are: "consent is enthusiastic and explicit," "everyone has the right to change their mind," "the law is written so that people can change their mind even after a sex act has started." Perpetrators aren't committing sexual violence because they're confused about whether or not their victim wants to; they're doing it because they want to, they know that they can (and most likely will) get away with it.

Relationships with older adults – Advocacy doesn't mean forcing someone to confront their own victimhood. Some young people feel empowered by their sexual relationship with someone older, or empowered by their ability to exchange nudes or sex videos over the internet for money and goods. There is a reason that statutory rape and child trafficking laws exist; however, it completely makes sense that these things might feel powerful, cool, sexy, etc. to someone who has so little power in the world to begin with. Give space for the youth to talk about their experiences without feeling judged; remain curious with them as they talk and maintain that their feelings about the situation can change over time.

Helpful Language

At the hospital, you might start:

"Hi, I'm _____. I'm an advocate at WISE. Is it helpful if I tell you a bit about what I do? (Affirmative) Adjust language as necessary depending upon the age of the survivor and the situation i.e. if it's a really young child at a SANE, you might say, "They call me to come talk to kids when something icky has happened," but if it's an older teen at the hospital who isn't expecting to meet with WISE, you might say, "They call me when someone discloses sexual or dating violence."

With a call to the crisis line, you might start:

"Hi, I'm _____, WISE services are completely free and also confidential, but I am a mandated reporter if I learn about child abuse. If I feel like we're getting into that territory, I'll try to let you know in advance, but it's good for you to know that up front. Does that make sense? (Affirmative) Cool.

"So, I'll let you start with whatever you're comfortable sharing, and then I'll ask some questions and we can talk through what's going on, okay?"

"You deserve to feel safe and supported at home, and just because [DCF/DCYF or a Judge] won't help you, doesn't mean you aren't experiencing abuse or that it isn't bad enough."

When a report has already been made, honoring a youth survivor's frustration is really important. It totally makes sense that they might feel betrayed and angry and scared. You could say something about youth lack of legal agency to them, like "It's totally fair to be pissed off right now. We know that these systems are set up to try and protect kids, but that they often don't actually do that-and sometimes make

things worse. You deserve to be able to decide who finds out about this and what you want to do about it, and it sucks that this is out of your control now.”

“We know that one of the most helpful things is to connect with people who are validating and supportive. People who say things like ‘I believe you...what you said makes total sense to me...etc.’ Who in your life feels supportive like that? How can we make sure you get to be in contact with them as much as you need to? Is there anyone you might want to add to your support network? Remember WISE is here 24/7 too; we’re happy to be a part of your support network!”

Use gender neutral and “they/them” pronouns unless otherwise specified.

Safety Planning

This will likely look very different depending on the type of violence young people are experiencing or have experienced, whether that be stalking, sexual harassment, domestic violence in the home, dating violence from a peer, grooming or sexual abuse by an adult, or sexual assault by peer. Across all situations, youth usually have even less control than adults over their environments. They may not be able to move or switch schools to avoid encountering a perpetrator.

Here are some questions that might guide your safety planning. These questions should not be fired off rapid fire. Instead, they are some questions that might come up, grouped by theme. These might be similar or different than your questions to an adult. Be curious with the teen. Let them guide the conversation. Show you’re interested by asking questions and follow up without interrogating. Leave space for silence, for them to break the silence, for them to talk. Listen.

Do you ever see your assaulter? (Mirror their language: dad, ex boyfriend, Chad, etc) Where do you expect to see them? What are you expecting that to feel or look like? Do you ever vary your route to avoid them? Does that feel helpful? Frustrating? Angering?

Who is supportive in your life? What adults do you talk to? Has there been a time when it felt like the adults didn’t understand? How did that feel? What is your friend group like? Do they know what happened? How did they react?

Where do you feel the safest? What do you do when you’re feeling overwhelmed? What in your life brings you joy? What calms you down? What music do you listen to? How do you nurture your body? Spirit?

What could you do when you’re feeling unsafe? What about in an emergency? Where can you go? Who can you call? What has worked in the past? How have they reacted before? How might you expect them to respond if you do that? What would make you feel better? Powerful? Safe? In control? How can you keep your information or location private? Where can you store these documents or your phone? How can we talk privately?

NH Children, Youth, and Families Resources

Claremont Head Start

6 Kinney Place, Claremont, NH 03743

Phone: (603) 719-4304

Website: scshelps.org/head-start/

Provides comprehensive early childhood education, health and nutrition, and parent involvement services to low-income children and their families

New Hampshire Health and Human Services- Division of Family Assistance

129 Pleasant St, Concord, NH 03301

Phone: (603) 271-9700

Website: dhhs.nh.gov/dfa/index.htm

Provides eligible NH residents with programs and services for financial, medical, nutritional, and child care assistance

Pregnancy Care at DHMC

1 Medical Center Drive, Lebanon, NH 03756

Phone: (603) 653-9300

Website: dartmouth-hitchcock.org/obgyn/pregnancy

Provides free information and education about pregnancy and parenting; hosts special groups for new mothers, working mothers, and parents of twins

Special Needs Support Center (SNSC)

129 South Main Street Suite 103, White River Junction, VT 05001

Phone: (603) 448-6311

Website: www.snsuv.org

Offers support, information, advocacy, and networking between parents of children with learning, medical, physical, emotional, and developmental disabilities; respite care, educational programs, information and referrals

Waypoint (Agency Headquarters)- Family Resource Center

464 Chestnut St. P.O. Box 448 Manchester, NH 03105

Phone: (603) 518- 4000

Website: waypointnh.org/regional-offices

Provides child and family social services to strengthen and support the child and/or family

Good Beginnings of the Upper Valley

93 South Main St, West Lebanon, NH 03784

Phone: (603) 298-9524

Website: gbuv.org

Wellness program and support system for new moms; volunteers visit, provide transportation or respite child care on a weekly basis for mother and families; services are free of charge

TLC Family Resource Center

109 Pleasant St, Claremont, NH 03743

Phone: (603)542-1848

Website: tclfamlyrc.org

Promotes optimal health and development of children, youth and families in our region of New Hampshire.

VT Children, Youth, and Families Resources

Capstone Head Start and Early Head Start

20 Gable Place, **Barre, VT 05641**

Phone: (802) 479-1053

Website: vermontheadstart.org

Provides comprehensive early childhood education, health and nutrition, and parent involvement services to low income children and their families

Windsor County Youth Services Website: verhyp.org/windsor-county-youth-services-wcys.html

Shelter for 13-18-year-olds, generally for teens who have run away; residents stay for 24 hours to two weeks; tutors help them with schoolwork and teens receive counseling everyday

Mountainside House (Boy's Shelter)

6 Mill St, **Ludlow, VT 05149**

24 hour phone: (802) 228-6880

House at 20 Mile Stream (Girl's Shelter)

756 Main Street

Proctorsville, VT 05153

24 hour phone: (802) 226-7500

Springfield Area Parent Child Center

6 Main St, **North Springfield, VT 05150**

Phone: (802) 886-5242

Website: sapcc-vt.org

Services offered for all pregnant women and families in need to family support and mental health or preventive nursing services

The Family Place

319 US Route 5 St, **Norwich, VT 05055**

Phone: (802) 649-3268

Website: familyplacevt.org

Services include parent aides, parent support groups, parent education programs, family therapy, family mediation, information and referrals, drop-in center, and resource library

SEVCA/Windsor County Head Start

97 Park St, **Springfield, VT 05156**

Phone: (802) 460-1552

Website: sevcaheadstart.org

Provides comprehensive early childhood education, health and nutrition, and parent involvement services to low income children and their families

Family Service Office

118 Prospect Street, Suite 400, **White River Junction, VT 05001**

Phone: (802) 295-8840

Website: dcf.vermont.gov/fsd

Planned Parenthood

79 South Main St, **White River Junction, VT 05001**

Phone: (802) 281-6056 Website: plannedparenthood.org/planned-parenthood-northern-new-england

Provides reproductive health as well as maternal and child health services

Vermont Kin as Parents

1205 North Ave., **Burlington VT 05408**

Phone: (802) 871-5104

Website: vermontkinaspasparents.org

Supports relatives who are raising children when the parents are unable to support the child because of substance abuse, mental health issues, incarceration or physical abuse

Prevent Child Abuse VT
PO Box 829, Montpelier, Vermont 05601

Phone: (802) 229-5724
Parent support groups located in different communities across Vermont

Website: pcavt.org

Outright Vermont
241 N Winooski Ave, **Burlington, VT 05401** (and online!)

Phone: (802) 865-9677
Building a Vermont where all LGBTQ+ youth have hope, equity, and power.

Website: www.outrightvt.org

Vermont Coalition of Runaway and Homeless Youth Programs

38 Elm St, **Montpelier, VT 05602**

Phone: (802) 229-9151 Website: www.vcrhyp.org

VCRHYP creates a statewide safety net for youth in need by supporting a network of runaway and homeless youth programs throughout Vermont

Online Resources

[Breakthecycle.org](#)

National organization working with young people ages 12-24 on dating and sexual violence

[Loveisrespect.org](#)

Conversations about dating, healthy relationships, personal safety and support

[Scarleteen.com](#)

Provides a safe venue with message boards, blogs, discussion, and information of sexual issues

[Captainawkward.com](#)

Blog about having difficult conversations and expressing yourself

[Joinonelove.org](#)

National organization with the goal of ending relationship abuse, as they empower young people with the tools and resources they need to see the signs of healthy and unhealthy relationships and bring life-saving prevention education to their communities.

[Safebae.org](#)

Survivor-founded, student-led national organization whose mission is to end sexual assault among middle and high school students

WISE Campus Advocacy

WISE provides advocacy and support to survivors of the Dartmouth College community who experience gender-based violence. Connecting with WISE is completely confidential. Like all survivors WISE works with, Dartmouth survivors can contact the crisis line or come in to the Program Center to meet with an advocate. Dartmouth survivors can also connect with WISE through our office on campus in Wilson Hall, room 213 on Mondays from 8 am – 4pm and by appointment.

Title IX:

Title IX is federal legislation that prohibits discrimination based on sex at educational institutions that receive federal funding. This law requires schools to respond to gender-based violence that occurs on campus and work to prevent gender-based violence from happening. The Title IX Coordinator oversees schools' compliance to Title IX. The Title IX Coordinator is a PRIVATE resource – meaning that they will keep information private and on a need-to-know basis, but may be compelled to share information or initiate an investigation.

Disclosure:

The Title IX Coordinator can receive disclosures of gender-based violence in a multitude of ways, including directly from a survivor or from third party. All employees of the college, excluding confidential resources, are required to report incidents of gender-based violence to the Title IX Coordinator. The Title IX Coordinator will then contact the survivor (called the “Reporting Person”) to request a meeting and will include information on resources. **Reporting persons are not obligated to meet with the Title IX Coordinator or respond to the email.**

Survivors can also choose to only seek support through the Title IX Coordinator and have their personal information kept confidential.* **Survivors can still seek support from the Title IX Coordinator even if the perpetrator is not a member of the campus community.** The Title IX Coordinator is able to assist with:

- Academic adjustments
- Housing adjustments
- No Contact Orders
- Restrictions on organization participation
- Temporary administrative suspension

Survivors have the choice to report to the school and law enforcement. Students who are reporting sexual assault and are using alcohol or drugs around the time of the victimization will not face judicial action by the college for the alcohol or drug use.

**In certain circumstances, the Title IX Coordinator may have to investigate even if that is not the survivor's wish. Some of these circumstances include if there is a threat to the greater campus community, if there have been multiple reports of the same perpetrator, and/or there is a significant power difference between the two parties.*

Preparing for an Investigation:

To prepare for an investigation, survivors should collect evidence that may be relevant to the charges. Examples of evidence include:

- Texts, Messages, or Phone Records
- Medical Records
- Police Reports or Calls to Safety and Security
- List of Witnesses
- Personal Statement with Chronology of Events and Details of the Abuse

An advocate can accompany survivors to any of their meetings and assist them in preparing for investigations and hearings.

Dartmouth Resources:

Different resources at Dartmouth may be classified as PRIVATE or CONFIDENTIAL. **Private resources** are available to support students, faculty, and staff, and are required to share any disclosures of gender-based violence with the Title IX Coordinator. Some of these include:

- Safety and Security
- Undergraduate Deans
- OPAL
- UGAs and Residential Life
- Office of Judicial Affairs
- Faculty

Confidential resources are available to support students, faculty, and staff, and may not share information without consent unless there is imminent danger to self or others or as otherwise required by law. These include:

- Counseling & Human Development
- Dick's House: Health Services (including Athletic trainers – not coaches!)
- Ordained Clergy at the Tucker Center
- Faculty/Employee Assistance Program

In addition to these college resources, WISE advocates are able to support students, faculty, and staff at Dartmouth College and we are completely confidential.

Designation of what resources are available to whom and if they are confidential or private can be found on here: <https://www.dartmouth.edu/sexualrespect/>

Dartmouth College Confidential Resources

These offices are confidential and therefore may not share your information without a person's expressed consent unless there is imminent danger to self or others or as otherwise required by law.

WISE Campus Advocate (*not mandated to report harm to self or others*)

Bailey Ray

On Dartmouth Campus: 213 Wilson Hall, Monday 8am-4pm, Thursdays 1 – 4:30pm

Program Center: 38 Bank Street, Lebanon NH

24-hour Crisis Line: 1-866-348-WISE

Email: campus@wiseuv.org

Office: (603)448-5922 // Fax: (603)448-2799

Counseling and Human Development

7 Rope Ferry Road, Hanover, NH 03755

Daytime Phone: (603) 646-9442 (ext. 1 to be connected w/ on-call provider)

Website: dartmouth.edu/~chd/

Email: Counseling@Dartmouth.edu

Provides free 24-hour crisis counseling for enrolled students or for individuals who are concerned about an enrolled student. Students receive eight to twelve sessions.

Dick's House: Health Services

7 Rope Ferry Road, Hanover, NH 03755

Daytime Phone: (603) 646-9401

Inpatient Department: (603) 646-9440

Website: dartmouth.edu/~health/

Email: dicks.house.health.service@dartmouth.edu

Provides 24/7 care during fall, winter, and spring terms. On-call medical staff is available 24/7 every day of the year. Inpatient Department has beds for students to stay in overnight. Athletic trainers are considered to be covered under HIPAA @ Dick's House – ATHLETICS TEAM COACHES ARE NOT.

Faculty/Employee Assistance Program

53 South Main Street, 204, Hanover, NH 03755

Phone: (844) 216-8308

Website: dartmouth.edu/~eap/

Provides free confidential support and referrals to all Dartmouth employees, and family members of Dartmouth employees. Employees and family members receive eight sessions per calendar year.

The College Chaplain and Ordained Clergy

6154 South Fairbanks Hall, Hanover, NH 03755

Phone: (603) 646-3780

Email: tucker.center@dartmouth.edu

Website: dartmouth.edu/~tucker/

Confidential chaplains are available to process issues of concern from the perspective of spiritual care (as opposed to therapeutic counseling or advocacy).

Dartmouth College Reporting Resources

**These are offices that a student can visit to disclose gender-based violence.
Disclosures may result in an investigation by the college.**

Title IX

Parkhurst Hall 005, Hanover, NH 03755
Phone: (603) 646-9850
Email: TitleIX@dartmouth.edu
Website: dartmouth.edu/sexualrespect/

Department of Safety and Security

5 Rope Ferry Road, 3rd Floor, Hanover, NH 03755
Phone: (603) 646-4000 Available 24 Hours
Emergency: (603) 646-3333 or 911
Email: Safety.and.Security@dartmouth.edu
Website: dartmouth.edu/~security/

Dartmouth College Anonymous Reporting Resources

These resources are available for individuals who choose to report anonymously. If identifying information is present in the report, individuals may be contacted by the Title IX Coordinator.

Dartmouth Compliance & Ethics Hotline

Phone: (888) 497-0516
Website: dartmouth.ethicspoint.com
Dartmouth can take anonymous reports via Ethicspoint as an independent, third party.

Safety & Security Anonymous Reporting Form

Website: dartmouth.edu/~security/services/forms/anonreport.html
People can use this form anonymously to report any information on a crime or other matter of interest to the Department of Safety and Security.

Dartmouth College Private Support Resources

These offices are private resources and are not confidential. Private resources are required to promptly share a disclosure of gender-based violence with the Title IX Coordinator.

Undergraduate Deans

6064 Carson Hall, Suite 125, Hanover, NH 03755
Phone: (603) 646-2243
Website: dartmouth.edu/~upperde/
Email: undergraduate.deans.office@Dartmouth.edu

All students have an undergraduate dean that they are assigned when they matriculate. Undergraduate Deans support students in their educational experience at the college.

Office of Pluralism & Leadership (OPAL)

Collis Suite 211, 213-217, Hanover, NH 03755
Phone: (603) 646-0987
Website: dartmouth.edu/~opal/

Email: Pluralism.And.Leadership.Office@dartmouth.edu

Provides academic and sociocultural advising, designs and facilitates educational programs, and serves as advocates for all students and communities.

Student Wellness Center

Robinson Hall, Suite 319, Hanover, NH 03755

Phone: (603) 646-9414

Website: dartmouth.edu/~healthed/

Email: student.wellness.center@dartmouth.edu

Promotes holistic wellness through education and outreach on maximizing health-promoting behaviors and minimizing harmful behaviors. Houses the Dartmouth Bystander Initiative.

Residential Life: Community Directors & Residential Undergraduate Advisors

Residential Halls and Houses & Robinson Hall, 3rd Floor, Hanover, NH 03755

Phone: (603) 646-3093

Website: dartmouth.edu/~orl/

Email: residential.life@dartmouth.edu

Facilitates community-building amongst communities and community members on campus. Houses the Community Directors and UGAs that live in the residential halls and houses. UGAs provide individual support and advising to students.

Office of Institutional Diversity & Equity

Parkhurst Hall Suite 006, HB 6018, Dartmouth College, Hanover, NH 03755

Phone: (603) 646-1606

Website: dartmouth.edu/~ide/

Email: IDE@dartmouth.edu

Creates partnerships with offices and individuals across the institution to provide resources that promote access, respect, and community for all.

Human Resources

7 Lebanon Street, Suite 203, Hanover, NH 03755

Phone: (603) 646-3411

Website: dartmouth.edu/~hrs/

Email: human.resources@dartmouth.edu

Responds to concerns of Dartmouth College employees.

Office of Student Accessibility Services

6174 Carson Hall, Suite 125 Street, Hanover, NH 03755

Phone: (603) 646-9900

Website: dartmouth.edu/~accessibility/

Email: student.accessibility.services@dartmouth.edu

Provides support to students with disabilities and provides guidance on how to make services accessible.

Language / Translators

WISE has access to the Language Line so all volunteers and staff may access a confidential interpreter on the phone if there is no common language between the client and the advocate. Call your backup in this scenario for more information or schedule a Language Line appointment by referring to the information below.

If a client is calling DHMC and does not speak English, s/he must be able to say "I need a(n) _____ (language name) translator." DHMC will use something like Language Line to communicate with the caller. If a client has an appointment at DHMC, an on-site translator will participate in the meeting with the provider. While DHMC cannot provide transportation initially, once the patient becomes part of the "system," they are able to work with the patient on a wide variety of needed resources, including transportation. The lovely woman in charge of translation services at DHMC is Beth Taylor.

To assure services are available to survivors with Limited English Proficiency (LEP), WISE subscribes to Language Line. This service enhances our ability to speak with survivors in 140 different languages. You may access Language Line from any phone and at any time a survivor is in need of this service. You are encouraged to access Language Line to assist survivors in talking with other providers, as well. The calls are confidential and privilege still applies as there is a provision in 173C for translation services.

To access Language Line:

- Dial 1-800-874-9426 and follow the voice directions given to you
- Press 1 for Spanish and 2 for any other language
- Give your client ID: 524012
- Give the organization name if asked: New Hampshire Coalition Against Domestic and Sexual Violence

If you are working with a survivor by phone:

- Brief the Interpreter. Tell the interpreter what language you need, the survivor's phone number and any other information that is needed to complete the call

If you are working with a survivor in person:

- Continue with the directions provided to you, utilizing the speakerphone feature

Language Line Instructions and Codes

To assist member programs with language interpretation, the Coalition has subscribed to the AT&T Language Line service. The following instructions take you step-by-step in the process.

When receiving a call:

1. Use *Conference Hold* on your phone to place the non-English speaker on hold.
2. Dial 1 800 774-4344
3. Press 1 for Spanish, Press 2 for all other languages
 - a) *You may press "0" or stay on the line for assistance.*
4. If you have pressed "2", simply speak the name of the language needed. A voice will confirm your choice.
 - a) *When the agency does not have conference calling capabilities, press 0 and the correct response is "(language) for dial-out." The Language Line will then conference the agency to the interpreter and will call your client.*
5. Enter on your telephone keypad or provide the representative:
 - a) 6-digit Client ID: 5 2 4 0 1 2
 - b) Organization Name: NH Coalition Against Domestic & Sexual Violence
 - c) Personal Code: wise ____ (*If your personal code is not numeric, a representative will help complete your call. See below.*)
6. An interpreter will be connected to the call.
7. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
8. Add the non-English speaker to the line.
 - a) *When placing a call to a non-English speaker, begin at Step 2.*
 - b) If you need assistance when placing a call to a non-English speaker, you may press 0 to transfer to a representative at the beginning of the call.
9. Say "**end of call**" to the interpreter when the call is completed.

Language Bank

340 Granite Street, 3rd Floor, **Manchester, NH 03102**

Toll-free: 1-844-579-0610

Website: www.thelanguagebank.org

Covers all languages and does medical and legal interpretation, translation, and training services for NH and MA.

Language Services Associates (LEP)

455 Business Center Drive, Suite 100, **Horsham, PA 19044**

Phone: 1-800-305-9673

Website: <https://lsaweb.com/>

In-person interpretation available for \$75 per hour, 2-hour minimum, and \$37.50 per hour of travel, \$0.37 per mile. Also offers telephone interpreting and video remote interpreting.

New Hampshire Coalition Against Domestic and Sexual Violence

PO Box 353, **Concord, NH 03302**; Phone: (603) 224-8893 Website: www.nhcadsv.org/index.cfm

Bilingual volunteers are available who speak French, Spanish, Russian, Ukrainian, German, Portuguese, Sign Language, Korean, and Turkish

Rassias Foundation

Dartmouth College, 6071 Blunt Suite 315, **Hanover, NH 03755**

Phone: (603) 646-2922

Website: www.rassias.dartmouth.edu

The Rassias Center at Dartmouth College is committed to offering humanistic and dynamic language and culture education.

Vermont Interpreter Referral Service (VIRS)

28 Vernon Street, 4th Floor, **Brattleboro, VT 05301**

Website: <https://virs.org/>

Phone: (802) 254-3920; Toll-free: 1-800-639-1519, Videophone: 802-275-0104

Finds an interpreter for you at a minimal fee for service; can also assist in finding an in-person sign-language interpreter with a \$30-\$35 finder fee for each interpreter in addition to interpreter fee

Vermont Interpreting and Translating Services (VITS)

462 Hegeman Ave, Suite 101, **Colchester, VT 05446**

Phone: (802) 655-1963

Website: <https://refugees.org/serving-the-uprooted/services/interpreting-services/>

A program of the Vermont Refugee Resettlement Program; offers trained, professional interpreters to be hired; there is also in-person interpretation available for \$70 per hour, 1-hour minimum, with an additional \$20 outside business hours, and \$1 per mile outside travel area

Deaf / Hard of Hearing Resources

Vermont Relay Service (VRS)

Phone: 860-986-7234 (Voicemail);

Videophone: 860-899-1097

Website: <https://www.vermontrelay.com/>

VRS a free service for all Vermonters, connecting individuals who are deaf, deaf-blind, hard-of-hearing, or have a speech disability with users of standard telephones.

The Vermont Center for Deaf or Hard of Hearing

Phone: 802-258-9500; TTY: 802-258-9500

Website: <http://www.vcdhh.org>

A statewide organization providing services to Vermonters who are deaf or hard of hearing, which includes the Austine School for the Deaf, a boarding school in Brattleboro that serves elementary through high school students.

Americans with Disabilities Act Information Line

Phone: 1-800-514-0301

Website: <https://www.ada.gov/infoline.htm>

ADA Specialists are available to provide ADA information and answers to technical questions; calls are confidential

Deaf Vermonters Advocacy Services

Voice/Video: (802) 235-6539

Website: <http://www.dvas.org/>

Text: (802) 235- 6539

Provides services for survivors of DV/SA who are deaf or hard of hearing

Hearing Loss Association of America

6116 Executive Blvd Suite 320 **Rockville, MD 20852**

Phone: (301) 657-2248

Website: www.hearingloss.org

Services include outreach, advocacy, training, and hearing loss resources; can help with divorce, elder abuse, discrimination, DV, SA, and general accessibility

Human Rights Commission

14-16 Baldwin St, **Montpelier, VT 05633**

Phone: 1-802-828-2480

Website: www.hrc.vermont.gov

Email: bor.yang@vermont.gov

Willow Domestic Violence Center (Combined with Deaf IGNITE)

PO Box 20023, **Rochester, NY 14602**

Office Phone: 585-232-5200;

24-hour Hotline: 585-222-SAFE

24-hour Text Line: 585 – 348- SAFE

Videophone: 585-286-2713

Email: DeafIgnite@WillowCenterNY.org

Website: <http://deafignite.org/contact-us/>

Registry of Interpreters for the Deaf, Inc.

333 Commerce St, **Alexandria, Virginia 22314**

Phone: (703) 838-0030; Video Phone: (517) 257-3957

Website: www.rid.org

Offers an online searchable national database of interpreters for the deaf. The database can be searched by state and includes links to contact information for interpreters from Vermont.

Vermont Center for Independent Living- Deaf Independent Program

11 East State St, **Montpelier, VT 05602**

Phone: 1-800-639-1522; Website: www.vcil.org/services/peer-advocacy/deaf-independence-program

For hard of hearing or deaf person who needs advocating in independent skills help

Vermont Interpreter Referral Service (VIRS)

11 East State Street, **Montpelier VT 05602**

Website: <https://virs.org/>

Phone: (802) 254-3920; Toll-free: 1-800-639-1519, Videophone: 802-275-0104

Finds an interpreter for you at a minimal fee for service; can also assist in finding an in-person sign-language interpreter with a \$30-\$35 finder fee for each interpreter in addition to interpreter fee

Vermont Telecommunications Relay Service

200 Corporate Place, Suite 200, **Rocky Hill, CT 06067**

Phone: 711; Videophone: 860-899-1097

Website: <http://www.vermontrelay.com/>

A free service for all Vermonters, connecting individuals who are deaf, deaf-blind, hard-of-hearing, or have a speech disability with users of standard telephones

Greater Nashua Mental Health Center

7 Prospect Street **Nashua, NH 03060**

Videophone: (603) 821-0073; Phone: (603) 889-6147; 24 Hour Emergency Line: 1-800-762-8191

Website: <http://www.gnmhc.org/health-services/special-projects/def-services/>

Cultural Groups Resources

Black Praxis

Phone: (603) 646-3503 Website: <https://blackpraxis.wordpress.com/>
Helps address the needs of black students at Dartmouth

Association of Africans Living in Vermont

20 Allen St, 3rd Floor, **Burlington, VT 05401**
Phone: (802) 985-3106 Website: www.aalv-vt.org
Case management, information and referral, women's groups (likely in Burlington area only), interpretation services (not free of charge), health education, radio station

Islamic Society of Vermont

400 Swift Street South, **Burlington, VT 05401**
Phone: (802) 655-6711 Website: www.isvt.org

Legal Momentum- the Women's Legal Defense and Education Fund

32 Broadway Suite 1801, **New York, NY 10004**
Phone: (212) 925-6635 Website: www.legalmomentum.org
Legal defense and education fund dedicated to advancing the rights of all women and girls; provides litigation and public policy advocacy to advance economic and personal security for women

National Immigrant Justice Center

224 S. Michigan Ave., Suite 600, **Chicago, IL 60604**
Phone: (312) 660-1370 Website: www.immigrantjustice.org
Provides direct legal services to and advocates for immigrants through policy reform, impact litigation, and public education; blends individual client advocacy with broad-based systemic change

National Immigration Law Center

3450 Wilshire Blvd. #108-62, **Los Angeles, CA 90010**
Phone: (213) 639-3900; Email: reply@nilc.org Website: www.nilc.org
Engages in policy analysis, litigation, education, and advocacy; plays a critical role within the movement for racial, economic and social justice for low-income immigrants

AALV of VT- New Immigrant Services

20 Allen Street, 3rd Floor, **Burlington VT 05401**
Phone: (802) 985-3106 Website: <https://www.aalv-vt.org/>
Email: info@aalv-vt.org
Provides transitional services for new Vermont immigrants.

Migrant Justice/ Justicia Migrante

179 S. Winooski Ave. Unit #202, **Burlington, VT 05401**
Phone: (802) 540-8370 Website: <https://migrantjustice.net/about>
Email: info@migrantjustice.net
Our mission is to build the voice, capacity, and power of the farmworker community and engage community partners to organize for economic justice and human rights.

New England Survivors of Torture and Trauma- Connecting Cultures

UVM, Behavior Therapy and Psychotherapy Center, 2 Colchester Ave, **Burlington, VT 05405**
Phone: (802) 656-2661 Website: www.newenglandsurvivoroftorture.org

Office of Institutional Diversity & Equity at Dartmouth College

Parkhurst 006 (garden level) HB 6018 **Hanover, NH 03755**

Phone: 603-646-1606; Fax: 603-646-2516

Email: institutional.diversity.and.equity@dartmouth.edu

Website: www.dartmouth.edu/ide/

Office of Pluralism and Leadership at Dartmouth College (OPAL)

Collis Suite 211,213-217, Dartmouth College, **Hanover, NH 03755**

Phone: (603) 646-9168; Fax: 603-646-9168

Website: www.dartmouth.edu/~opal/

Email: OPAL@dartmouth.edu

Call to reserve space for gathering; sponsors special events all year such as speakers, films, and performances, most of which are free and open to the public; there is a small library of books, journals, and videotapes addressing issues of particular concern to women or about gender.

Vermont Immigration and Asylum Advocates (VIAA)

35-37 Court Street, **Montpelier, VT 05602**

Phone: 802-223-1400; Fax: 802-229-4051

Website: <https://vtbarfoundation.org/success-stories/>

Dartmouth Asian Organization (DOA)

Dartmouth College, **Hanover NH 03755**

Website: <https://engage.dartmouth.edu/organization/dartmouth-asian-organization>

La Alianza Latina

Dartmouth College, **Hanover NH 03755**

Website: <http://dgd.dartmouth.edu/group/94>

Coalition for Immigration Reform, Equality, and DREAMers

Dartmouth College, **Hanover NH 03755**

Website: <https://www.cofired.org/>

Email: dartmouth.cofired@dartmouth.edu

Native Americans At Dartmouth (NAD)

Dartmouth College, **Hanover NH 03755**

Website: <https://www.facebook.com/NADcommunity/>

Email: native.americans.at.dartmouth@dartmouth.edu

Native American Program at Dartmouth

6037 Robinson Hall, Room 206, **Hanover, NH 03755**

Phone: (603) 646-2110

Email: Sarah.M.Palacios@dartmouth.edu

Email: Native.American.Program@Dartmouth.EDU

Website: www.dartmouth.edu/~nap/

LGBTQ+ Resources

Office of Pluralism and Leadership (OPAL) at Dartmouth College

Collis Suite 211, 213-217, 220, Dartmouth College, Hanover, NH 03755

Phone: (603) 646-0987

Website: www.dartmouth.edu/~opal/

Email: Pluralism.and.Leadership.Office@Dartmouth.edu

Call to reserve space for gathering; sponsors special events all year such as speakers, films, and performances, most of which are free and open to the public; there is a small library of books, journals, and videotapes addressing issues of particular concern to women or about gender

Fenway Health's Violence Recovery Program

1334 Boylston Street, 7th Floor, Boston, MA 02215

Phone: (617) 927-6250 Website: <https://fenwayhealth.org/care/behavioral-health/violence-recovery/>

Serves LGBT victims of assault, harassment, domestic violence, sexual violence, and hate crimes; program will serve New Hampshire residents if they have transportation to Boston

HIV/HCV Resource Center

2 Blacksmith St, Lebanon, NH 03766 Phone: (603) 448-8887

Website: www.h2rc.org

Provides education, access to resources, and networking for community residents and professionals concerning AIDS-related issues; provides the Buddy System for AIDS patients as well as support groups

The Network/La Red

PO Box 6011, Boston, MA 02114 Phone: (617) 695-0877; Hotline: (617) 742-4911 Website: www.tnlr.org

Outright VT

241 North Winooski Ave, Burlington, VT 05401 Phone: (802) 865-9677 Website: www.outrightvt.org

Support for LGBT and questioning teens

PFLAG of New Hampshire

PFLAG-NH, PO Box 957, Concord NH 03302

Phone: (603) 524-6124 or (603) 529-2863

Website: www.pflagnh.org

Stands for parents and families of lesbian and gays; a group of family and friends who are allies to the lesbian and gay community; trained volunteers have access to current information via the Rainbow Resource website

Pride Center of Vermont

255 South Champlain St, Suite 12, Burlington, VT 05401

Phone: (802) 860-7812

Website: www.pridecentervt.org

Support for VT lesbian, gay, bisexual, transgender, queer, and questioning survivors; services include one-on-one emotional support, education, health care, safety planning, and referrals; support groups and education outreach; part of RU12? Comprehensive Community Center

Seacoast Outright

25 Highland St, Portsmouth, NH 03801 Phone: (603) 552-5824 Website: www.seacoastoutright.org

Offers services to LGBT youth, 21 and under; drop-in center and support groups

Vermont Diversity Health Project

255 South Champlain St, Suite 12, Burlington, VT 05401

Pride Center of Vermont Phone: (802) 860-7812

Website: <https://www.pridecentervt.org/programs/health/vdhp/>

Helps patients identify friendly, supportive, and effective healthcare providers; offers training and support to enhance providers' skill in working with LGBTQ people

Trans Lifeline

Office Phone: 510-771-1417; Hotline: (877) 565-8860

Website: <https://www.translifeline.org/>

A hotline for transgender people run by transgender people

New Hampshire Disabled or Elderly Resources

Agencies

Alzheimer's Association

166 South River Rd, #210, **Bedford, NH 03110**

Phone: (603) 606-6590; 24-hour hotline: 1-800-272-3900

Website: www.alz.org/manh

Provides assistance, information, classes, training, advocacy, and support

New England Americans with Disabilities (ADA) Center

200 Portland St, #1, **Boston, MA 02114**

Phone: (617) 695-0085; Toll-Free: 1-800-949-4232

Website: www.newenglandada.org

Provides technical assistance with questions relating to the American Disability Act, a comprehensive federal civil rights law that prohibits discrimination in all aspects of life on the basis of disability

New Hampshire Adult Protection

129 Pleasant St, **Concord, NH 03301**

Phone: (603) 271-7014;

Website: www.dhhs.state.nh.us/dcbcs/beas/adultprotection.htm

Toll-free: 1-800-949-0470

Provides protection for incapacitated adults who are age 18 and older, who are abused, neglected, exploited, or self-neglecting; investigates potential elder abuse situations; provides non-legal advocacy for seniors who qualify financially or due to disabilities; can send a worker to a home to coordinate state services for clients

New Hampshire Bureau of Elderly and Adult Services

129 Pleasant St, **Concord, NH 03301**

Phone: (603) 271-9203; Toll-free: 1-800-351-1888

Website: www.dhhs.nh.gov/dcbcs/beas/

Provides a variety of social and long-term supports to adults age 60 and older and to adults between the ages of 18 and 60 who have a chronic illness or disability

Senior Law Project

Phone: (603) 624-6000; Toll-free: 1-888-353-9944 Website: <https://www.nhla.org/content/seniors-17>

As part of New Hampshire Legal Assistance, assists the most economically and socially needy seniors with civil legal problems

Dartmouth Hitchcock Aging Resource Center

46 Centerra Parkway, 2nd Floor, **Lebanon, NH 03766**

Phone: (603) 653-3460 Website: http://www.dartmouth-hitchcock.org/aging_resource_center.html

The Dartmouth-Hitchcock Aging Resource Center provides older adults, families, and community members with information, education, and support to help them live healthier and more informed lives.

Hotlines

Law Line of New Hampshire

Phone: 1-800-868-1212 Website: <https://www.nhbar.org/legal-services-programs/lawline/>

Free legal advice provided to the public the second Wednesday of every month from 6-8pm

New Hampshire Senior Services Helpline

Phone: 1-866-634-9412 Website: <http://www.c3ph.org/assets/pdf/services.pdf>

Locates area agencies on aging; the agencies provide case management and outreach for seniors

Vermont Disabled or Elderly Resources

Agencies

Alzheimer's Association

300 Cornerstone Drive, **Williston, VT 05495**;

Phone: (802) 316-3839

24-hour hotline: 1-800-272-3900

Website: www.alz.org/vermont

Provides assistance, information, classes, training, advocacy, and support

Bayada - Home Health Care

316 Main St., Unit EH-6 **Norwich, VT 05055**

Phone: (802) 526-2380

Website: <https://www.bayada.com/hospice/>

Offers a full array of traditional and high-tech home health and hospice services. Available to all in medical need.

Communication Support Project

141 Main St, Ste. 7, **Montpelier, VT 05602**

Phone: (802) 299-1355;

Website: www.disabilityrightsvt.org/Programs/csp.html

Toll-free: (1-800) 834-7890

Assists a person with a disability in communicating with the judge, court staff, attorney, or a state agency; it is a confidential service for victims, witnesses, and defendants

Deaf Vermonters Advocacy Services

Southern VT Advocate: Voice/Video: (802) 231-0003;

Text: (802) 258-8485

Website: <http://www.dvas.org/>

Provides services for survivors of DV/SA who are deaf or hard of hearing

Disability Law Project

56 Main St, Suite 301, **Springfield, VT 05156**

Phone: (802) 885-5181

Website: www.vtlegalaid.org/disability-law-project

Provides civil legal services for those living in poverty, with a disability, or over age 60; provides assistance in legal issues pertaining to a person's disability, (special education, employment discrimination, guardianship, housing, abuse, obtaining accommodations at judicial proceedings and benefits)

Disability Rights Vermont

141 Main St, Suite 7, **Montpelier, VT 05602**

Phone: (802) 229-1355; Toll-free: 1-800-834-7890

Website: www.disabilityrightsvt.org

Advances the rights of people with disabilities and mental health issues; supports human and civil rights by investigating complaints of abuse and neglect and complaints of violations of individual rights

Elder Law Project

Phone: (802) 457-3277; Toll-free: 1-800-889-2047

Website: www.vtlegalaid.org/elder-law-project

As part of the Vermont Legal Aid, represents and advocates for seniors on legal issues

Green Mountain Self-Advocates

2 Prospect St, #6, **Montpelier, VT 05602**

Phone: (802) 229-2600

Website: www.gmsavt.org

Self-Advocates help people with developmental disabilities to take control of their own lives, make decisions, solve problems, and speak for themselves

New England Americans with Disabilities (ADA) Center

200 Portland St, #1, **Boston, MA** 02114

Phone: (617) 695-0085; Toll-Free: 1-800-949-4232

Website: www.newenglandada.org

Provides technical assistance with questions relating to the American Disability Act, a comprehensive federal civil rights law that prohibits discrimination in all aspects of life on the basis of disability

Office of the Attorney General, Civil Rights Unit

109 State St, **Montpelier, VT** 05609

Phone: (802) 828-3657; Toll-free: 1-888-745-9195

Email: ago.civilrights@vermont.gov

Website: <http://ago.vermont.gov/about-the-attorney-generals-office/divisions/civil-rights/>

Performs investigations and prosecutes hate crimes

Vermont Adult Protective Services

HC 2 South, 280 State Dr, **Waterbury, VT** 05671

Phone: (802) 241-0344

Website: <http://dlp.vermont.gov/aps>

Protects vulnerable adults whose health and welfare may be adversely affected by abuse, neglect or exploitation; investigates abuse and neglect allegations involving vulnerable adults

Vermont Assistive Technology Program

NOB1 North, 280 State Dr, **Waterbury, VT** 05671

Phone: (802) 241-0285; Toll-free: 1-800-750-6355

Website: www.atp.vt.gov

Uses technology to provide improved functional support for care and activities of daily living

Vermont Center for Independent Living

11 East State St, **Montpelier, VT** 05602

Phone: (802) 229-0501; Toll-free: 1-800-639-1522

Website: www.vcil.org

Works to promote the dignity, independence and civil rights of Vermonters with disabilities; provides advocacy, information and referral, support and training, and access to funding

Vermont Division for the Blind and Visually Impaired

HC2 South, 280 State Dr, **Waterbury, VT** 05671

Phone: (802) 241-0328; Toll-free: 1-888-405-5005

Website: www.dbvi.vermont.gov

Provides vocational rehabilitation and independent living services to eligible Vermonters who are blind and visually impaired

Vermont Network against Domestic & Sexual Violence

PO Box 405, **Montpelier, VT** 05601

Phone: (802) 223-1302

Domestic Violence Hotline: 1-800-228-7395

Sexual Violence Hotline: 1-800-489-7273

Website: www.vtnetwork.org

Provides shelter, hotline support, peer support, parenting support, community education, social services, housing advocacy, groups for women, children and teens for women who have been victims of DV & SA

Vermont Psychiatric Survivors

128 Merchants Row, Suite 606, **Rutland, VT** 05701

Phone: (802) 775-6834; Toll-free: 1-800-564-2106

Website: www.vermontpsychiatricsurvivors.org

Independent, survivor-run, statewide organization that provides information, education and technical assistance regarding issues of mental health; support groups, recovery programs, and advocacy work

Hotlines

Law Line of Vermont

274 North Winooski Ave, #2, **Burlington, VT** 05401
Office Phone: (802) 863-7153; Toll-free: 1-800-639-8857
Legal Helpline: 1-800-889-2047

Website: www.lawlinevt.org/home

Provides free consultation, advice, and community education for low-income Vermonters

Vermont Senior Helpline

Toll-free Helpline: 1-800-642-5119
Website: <https://www.seniorsolutionsvt.org/services/information-and-assistance/>

Locates local area agencies on aging; the agencies provide case management and outreach for seniors

Senior Citizen Centers

These centers offer an array of services that varies from place to place but often includes information, social services advocacy, transportation assistance, volunteer opportunities, health clinics, noon meals and home delivery, support groups, and social services.

Bugbee Senior Center and White River Council on Aging

262 North Main St. **White River Junction, VT** 05001
Phone: (802) 295-9068 Email: info@bugbeecenter.org Website: www.bugbeecenter.org/
Offers a number of programs and services for seniors. From nutritious meals and transportation to advice on social services.

Hanover Senior Center

48 Lebanon St, **Hanover, NH** 03755
Phone: (603) 643-5315 Website: www.hanovernh.org/pages/HanoverNH_Recreation/Senior/index
Offers a monthly calendar of activities including classes, trips, and social events

Grafton County Senior Citizens Council

10 Campbell St, PO Box 433 **Lebanon, NH** 03766
Phone: (603) 448-4897 Website: <http://www.gcscc.org/>
Contains eight senior centers in the Grafton County that offer weekday meals, activities, gift shops, exercise classes, computer labs and so much more

Southern New Hampshire Services

40 Pine St, **Manchester, NH** 03103
Phone: (603) 668-8010 Website: www.snhs.org
Provides activities designed to assist low-income elderly participants secure and retain meaningful employment, adequate education, and make better use of available income

Vermont Center for Independent Living

11 East State St, **Montpelier, VT** 05602
Phone: (802) 229-0501; Toll-free: 1-800-639-1522 Website: www.vcil.org
Works to promote the dignity, independence and civil rights of Vermonters with disabilities; provides advocacy, information and referral, support and training, and access to funding

Visiting Nurse and Hospice for Vermont and New Hampshire

88 Prospect St **White River Junction, VT** 05001 Phone: 1-888-300-8853
Provides home health, hospice care, rehab therapy, and more Website: www.vnhcare.org

New Hampshire Education Resources

Granite State College- Concord

25 Hall St **Concord, NH 03301**

Phone: (603) 513-1398

Website: www.granite.edu

Hosts classes and academic services on an appointment basis

New Hampshire Bureau of Adult Education

21 South Fruit St, Suite 20, **Concord, NH 03301**

Phone: (603) 271-6699

Website: <https://www.nhadult.org/locations/concord/>

Offers adult high school classes to earn credit for a high school diploma; there is a Lebanon location

WorkReadyNH

Phone: (603) 230-3534

Website: <https://www.ccsnh.edu/workforce-training/workready-nh>

Tuition-free workforce development program tailored to meet the needs of job seekers and career builders, and provide training in the skills employers are seeking in their current and future employees.

Vermont Education Resources

Vermont Technical College

124 Admin Drive, **Randolph Center, VT 05061**

Phone: (802) 728-1000; Toll-free: 1-800-442-8821

Website: www.vtc.edu

Accredited college; Associate and Bachelor's degree in agriculture, business, architecture, automotive, and biotechnology; financial aid available; liberal admission

Springfield Adult Learning Center

100 River St, **Springfield, VT 05156**

Phone: (802) 546-0880

Website: www.vtadultlearning.org

Free services to Vermont residents who want to improve their reading, writing, math, and English language skills, prepare for the GED, or receive a high school diploma through the High School Completion Program

Community College of Vermont

145 Billings Farm Rd, **White River Junction, VT 05001**

Phone: (802) 295-8822

Website: www.ccv.edu

Hours: Mon-Thurs: 8:30am-8:45pm Fri: 8:30am-4:00pm

Accredited college offering Associate's degrees; financial aid available

The Haven- Hixon House

713 Hartford Ave, **White River Junction, VT 05001**

Phone: (802) 295-6500; 24-hour hotline: 1-888-607-8773;

Website: <https://uppervalleyhaven.org/programs/adult-shelter/>

Adult learning opportunities provide participants with the resources, motivation, and skills to secure financial stability and permanent housing; free classes and workshops on a variety of topics, including self-esteem, parenting, money management, job search skills, communication skills, decision-making skills and goal-setting skills

White River Junction Adult Learning Center

225 Maple St, Suite 6, **White River Junction, VT 05001**

Phone: (802) 299-2469

Website: www.vtadultlearning.org

Free services to Vermont residents who want to improve their reading, writing, math, and English language skills, prepare for the GED, or receive a high school diploma through the High School Completion Program

New Hampshire Career Resources

Dartmouth Center for Professional Development

63 South Main St, 2nd Floor, **Hanover, NH** 03755

Phone: (603) 646-2215

Website: www.dartmouth.edu/~csrc/

Career library providing books on resumes, interviewing skills, and job hunts; provides job listings in the area *for Dartmouth students and alumni*

Dartmouth-Hitchcock Medical Center Employment Office

Novell Building, 30 Lafayette St, **Lebanon, NH** 03756

Regional Office in Bedford: (603) 629-1107 Website: www.careers.dartmouth-hitchcock.org/index.html

Human Resources in Lebanon: (603) 653-0400

A recording of all openings and benefits available at the clinic and hospital

LISTEN Community Services

60 Hanover St, **Lebanon, NH** 03766

Phone: (603) 448-4553

Email: contact@listencs.org

Website: www.listencommunityservices.org

Provides job listing and explores educational/career options

New Hampshire Vocational Rehabilitation

101 Pleasant Street **Concord, NH** 03301

Phone: (603) 271-2327

Website: www.education.nh.gov/career/vocational/

Provides rehabilitation services to assist eligible New Hampshire citizens with disabilities in securing suitable employment and financial and personal independence; New Hampshire Employment Security staff is available on the 1st and 3rd Tuesday of each month, by appointment only

New Hampshire Employment Security

45 South Fruit Street, **Concord, NH** 03301

Phone: (603) 224-3311

Website: www.nhes.nh.gov/index.htm

Provides a broad range of assisted and self-directed employment and career related services

Whole Village Family Resource Center

258 Highland St, **Plymouth, NH** 03264

Phone: (603) 536-3720

Website: www.nhes.nh.gov/index.htm

New Hampshire Employment Security staff is available each Wednesday from 9:00am-3:00pm

Vermont Career Resources

Vermont Department of Human Resources

120 State St, 5th Floor, **Montpelier, VT 05620**

Phone: (802) 828-3491 Toll Free: (855) 828-6700

Website: humanresources.vermont.gov/careers

Provides job applicant resources as well as resources for employees and managers

Vermont Department of Labor

5 Green Mountain Drive, **Montpelier, VT 05601**

Phone: (802) 828-4000

Website: www.labor.vermont.gov

Springfield Career Resource Center

56 Main St, **Springfield, VT 05156**

Phone: (802) 289-0999

Website: <http://labor.vermont.gov/>

Offers services to both employers and job seekers

Springfield Division of Vocational Rehabilitation

100 Mineral St, Suite 308, **Springfield, VT 05156**

Phone: (802) 289-0567; Toll-free (888) 773-0407

Website: www.vocrehab.vermont.gov

Provides vocational training and job placement for the elderly and/or disabled

The Haven- Hixon House

713 Hartford Ave, **White River Junction, VT 05001**

Phone: (802) 295-6500;

24-hour hotline: 1-888-607-8773; Website: <https://uppervalleyhaven.org/programs/adult-shelter/>

Adult learning opportunities provide participants with the resources, motivation, and skills to secure financial stability and permanent housing; free classes and workshops on a variety of topics, including self-esteem, parenting, money management, job search skills, communication skills, decision-making skills and goal-setting skills

White River Junction Division of Vocational Rehabilitation

118 Prospect St, Suite 201, **White River Junction, VT 05001**

Phone: (802) 295-8850

Website: www.vocrehab.vermont.gov

Provides vocational training and job placement for the elderly and/or disabled

On Call Process

To get on the schedule:

- Complete all training sessions and hours, turn in all paperwork and obtain pager.
- WISE (Stacey) will email the volunteer group around the 15th of every month to request scheduling availability for the following month.
 - Please respond to this email *with as many specific available dates that you have*. The more availability you send, the easier it is to make the schedule. Please hold the dates that you offer to avoid conflicts.
- WISE will send out a completed calendar and any extra requests for dates that are not yet filled, as well as an updated contact list. The contact list will give phone and pager numbers for WISE staff/back-up and volunteers.
- If you are unable to cover a date that you are scheduled for;
 - You are responsible for finding coverage for a shift that you're no longer able to cover. Email the entire volunteer group and request a trade or coverage.
 - If you are unable to cover a shift last minute, **you MUST call and speak directly to a staff person.**

Being on-call:

- Call your backup at the start of your shift (their number is on the contact list) to let them know you are ready to be on call! If they don't answer, leave a message.
- When someone calls after hours, the Answering Service picks up, asks some basic information, and then pages you. If the service does not hear from you within 2 minutes of sending the page, they will page again. After another two minutes they'll call your phone. If you don't answer they will try to reach your backup. We are required by state standards to respond to callers within 10 minutes of receiving a page; this is periodically checked by the NHCADSV. We ask that you respond within 5 minutes of receiving the page.
- Call the Service at the number that will show up on your pager, **1.877.770.3010**.
- When you call the Answering Service back they will give you the caller's name, phone number and safety status. Sometimes callers request to be "patched" which means the Service will connect you directly.
- Block your phone number by first dialing *67, before dialing the victim/caller's number. They're calling the WISE crisis line, not you personally and that should remain the case. *If something comes up and they need to call you back, they should still go through the crisis line. Do not share your personal phone number, or that of anyone else on the staff/volunteer list contact list.*
- Ask for the name that the Service gave you:
 - "Hi, may I please speak to ____?" or "Hi, is this ____?" before identifying yourself. It may be unsafe for the caller if someone else answers and knows that WISE is on the phone.
 - If no one answers you may try to call back a few times. You can let the answering service know there was a problem and double check that you have the correct number. Do not leave messages. The person can call the crisis line back if/when they want to talk.

Go-outs to PD or hospital:

- If you are going out on a call to the ED or PD please let the Answering Service know to direct all calls to your back-up. During the day you can also let your back up know. You don't need to alert your back up if it's the middle of the night unless you have questions or need support.
- Call the service back when you are done at ED/PD and are ready to take the line back.
- Remember to get the victim's name and phone number during a go-out. Ask if it is okay with them for an advocate to call them the next day, and if it is safe/okay to leave a message there. When you leave **call the office (603.448.5922 press 1)** and leave a message with that person's name and number and confirmation that it is safe for an advocate to call and/or leave a message

during the next business day.

- Staff advocates attempt to follow up with every person that was met afterhours at a go out. You can also encourage people to reach out themselves during Program Center hours.

Follow up:

- If you have a call that may impact the next day, please call the WISE office and leave a message (**603.448.5922 press 1**) to make planning easier (i.e. someone will be coming in in the morning, hoping to have an advocate go to court with them). Please tell us when would be a good time to call YOU if we have questions about your call.
- Information left on the answering machine about a caller should be on a “need to know” basis (brief).
- **Do not** make commitments or promises for the following day. The exception is that a WISE advocate is guaranteed to be at Windsor court EVERY Monday for final RFA hearings. If the person would like to follow up with a staff advocate, encourage them to call during Program Center hours.
 - **During COVID:** We are meeting with survivors at the Program Center by appointment only. Encourage them to call the crisis line or email stacey@wiseuv.org to set up an appointment.
 - **At other times:** “You can walk-in at any time for support. Because we are a crisis center, it may be that when you arrive all of the advocates are busy and you might have to wait for a little. You can also call first thing and ask to make an appointment to make sure you aren’t waiting around.”
 - Sometimes people are calling from outside our service area. While they’re welcome to talk to WISE if that’s helpful, we’re limited in how we can advocate for them in their community. It can be more helpful to strategize making meaningful connections to the crisis center in their area.
- Fill out your Contact Sheets for **every call** and submit to WISE **within 24hrs**.

Back up:

- Please check in with your backup when your shift begins.
- Your back up is your partner on call, please feel free to call them and don’t worry about interrupting them.
- Your backup must approve any hotel stays or taxis.
- If a shelter guest calls to say they will be out or returning, please let your backup know. The backup must know how many people are in the shelter during their shift, for safety reasons.
- Please don’t text or call WISE staff who are not on back up. If there is information to relay to a particular staff person you can call the office and leave them a voicemail or email them.

Contact Sheets

Why do we have contact sheets and how is this information used?

- They allow us to track what we are doing-how many people we are working with, when/where, what support and information we're providing. This information is required by both the NH Coalition and VT Network for funding. The more accurate information we can provide the better!
- The Data Entry Associate tries to determine whether or not a caller has contacted WISE before by matching identifying information (name, initials, phone number, town, birthday, etc.); we want to avoid duplicating our numbers.
- The goal of the contact sheet is to check the boxes that you can, and keep the written information in the comment boxes brief. You do not have to put information in every box, but try to fill in the (*) required fields if possible. This is not meant to be a questionnaire, just do the best you can.

Who do I need to fill out a contact sheet for?

- Every person that you provide support and/or information to while on call.
- If you get more than one call from the same person, keep track of the time and what you talked about and you can fill in one contact sheet for all your conversations with that person (more if that is easier for you).

Contact Sheet Terms: Definitions & Considerations

- * means the field is required
- You may check multiple boxes for any section on this form, if applicable.
- **DOB/Age/Age Range:** Please provide whichever of these you might have from the survivor. If you don't have any of these, please write unknown.
- **Disability/Uunderserved:** Please select RURAL for Upper Valley residents or if the survivor is from another rural community. You may select more than one thing in this category.
- **Involving:** If your call involved any of the things listed, please check, if not you may leave this section blank.
- **Contact Type**
 - **Primary Survivor:** The person who is experiencing the abuse or a child who witnesses abuse.
 - **Secondary Survivor:** The person is not experiencing the abuse but is immediately affected by it. For example, the parent of a child who was assaulted or a friend who is supporting a victim.
- **Prior Victimization:** to indicate whether or not the CALLER has been subjected to violence in the past (something other than what they're calling about now. ex: if they are calling about an abusive relationship and were previously in a different abusive relationship you would mark "DV").
- **Comments:** please keep comments brief and on a "need to know" basis
- **Services (page 2):** Please check off the boxes for all the services you provided
 - **Emotional Support:**
 - You almost always want to check **crisis counseling and safety planning**.
 - **Legal Advocacy:** refers to supporting someone with an after-hours order of protection
 - **Housing Services:** supporting someone with 211 or emergency housing
 - **Advocacy/Accompaniment**
 - **Hospital/ Police Accompaniment:** please check these if you go out to the hospital or the PD
 - **Personal Advocacy:** refers to PD/SANE/other professionals that you interacted with when you connected with the survivor.
- **Information and Referral:** This is where you indicate what "information" you provided
 - **Information:** you provided them with information

- **Court:** Talked with survivor about filing RFA or DVP
- **NH Crisis Center/Crisis Center (out of state):** if you referred the caller to another crisis center
- **Other Advocate within WISE:** if you gave the survivor information about WISE or connected them with another advocate at WISE
- **Homeless and Housing Services:** You gave them contact information for UV Haven, DV or other shelters
- **Shelter/Housing: Hotel,** please fill in the number of nights, and number of children if you assist a survivor with a hotel stay
- **Protective Order:** please choose DV Emergency/RFA Temporary if you are helping someone with a protective order. (you can check outcome if you know it)

**After filling out the contact sheet, the advocate must shred any notes taken during the call. Contact Sheets are confidential!

How and when do I submit my contact sheet?

- Contact sheets must be submitted within 24 hours of the interaction it refers to! You may do so via the following;
- **Hand Delivery:** If you would like to drop it when we are closed, you may leave it in the mailbox.
- **Electronic Submission:** you may email completed password-protected contact sheets to Stacey (volunteers@wiseuv.org). Please do not email a pdf or jpg of the contact sheet – only use the password protected word document with email. The electronic contact sheet is a password protected document. Only those who have completed the required training will receive the password. WISE requires that those who choose to submit contact sheets electronically do so by only using their personal home computers and personal email address. You may NOT use a public computer, work email, or anyone else's email to submit contact sheets electronically. WISE requires that you then delete the electronic document from your computer and also delete the sent email and attachment from your email program's "outbox" or "sent" file. Lastly, empty your "trash" bin.
 - The password is WISE38 – the password is case-sensitive.
 - Please use the "save as" function, instead of cutting and pasting, to maintain the document's password protection.
 - The checkboxes can be 'checked' by double clicking them, and once the prompt comes up, choosing under "default value" to mark the box as checked.

