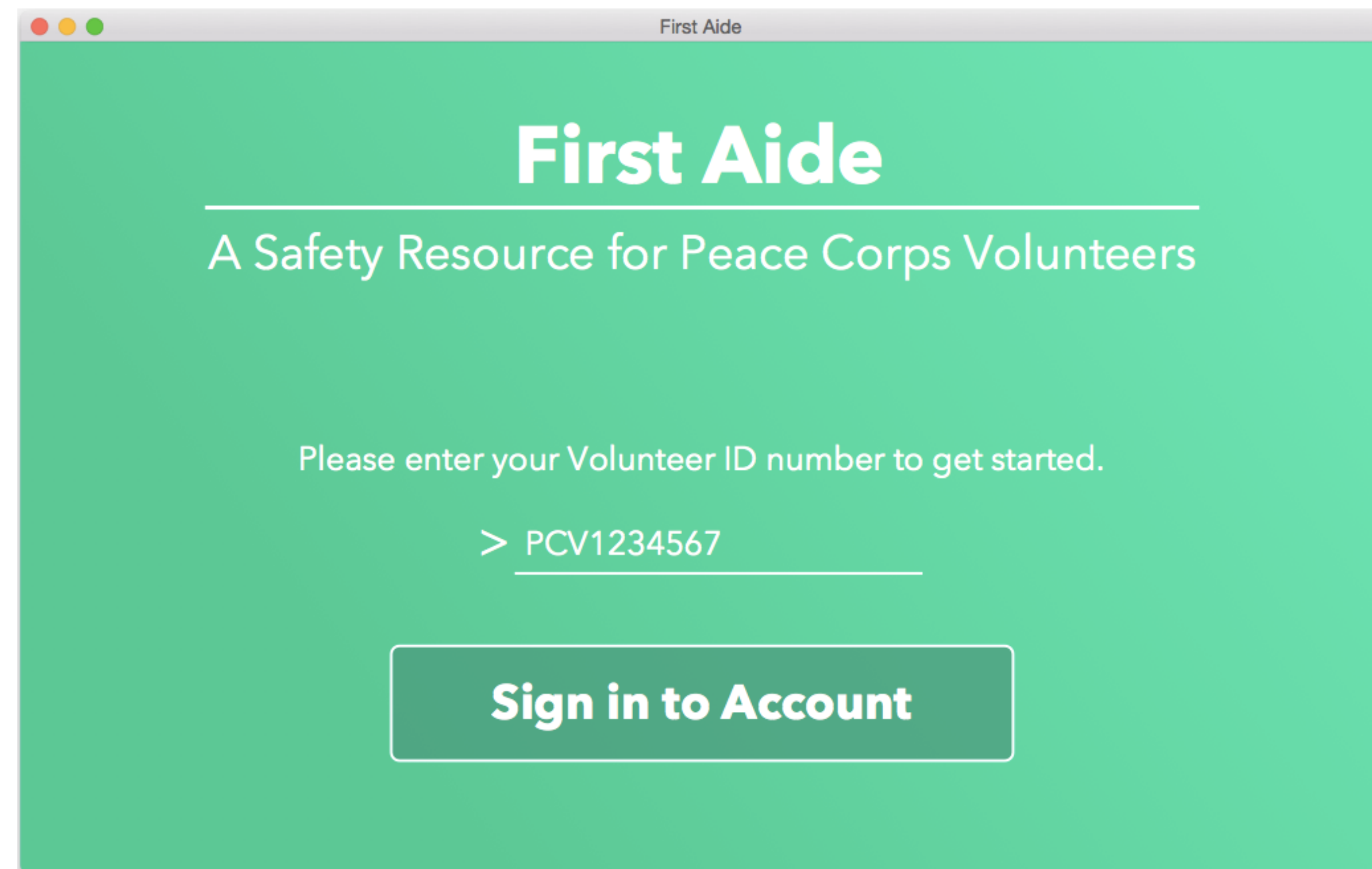




First Aide

Next Steps from User Testing

Before



First Aid

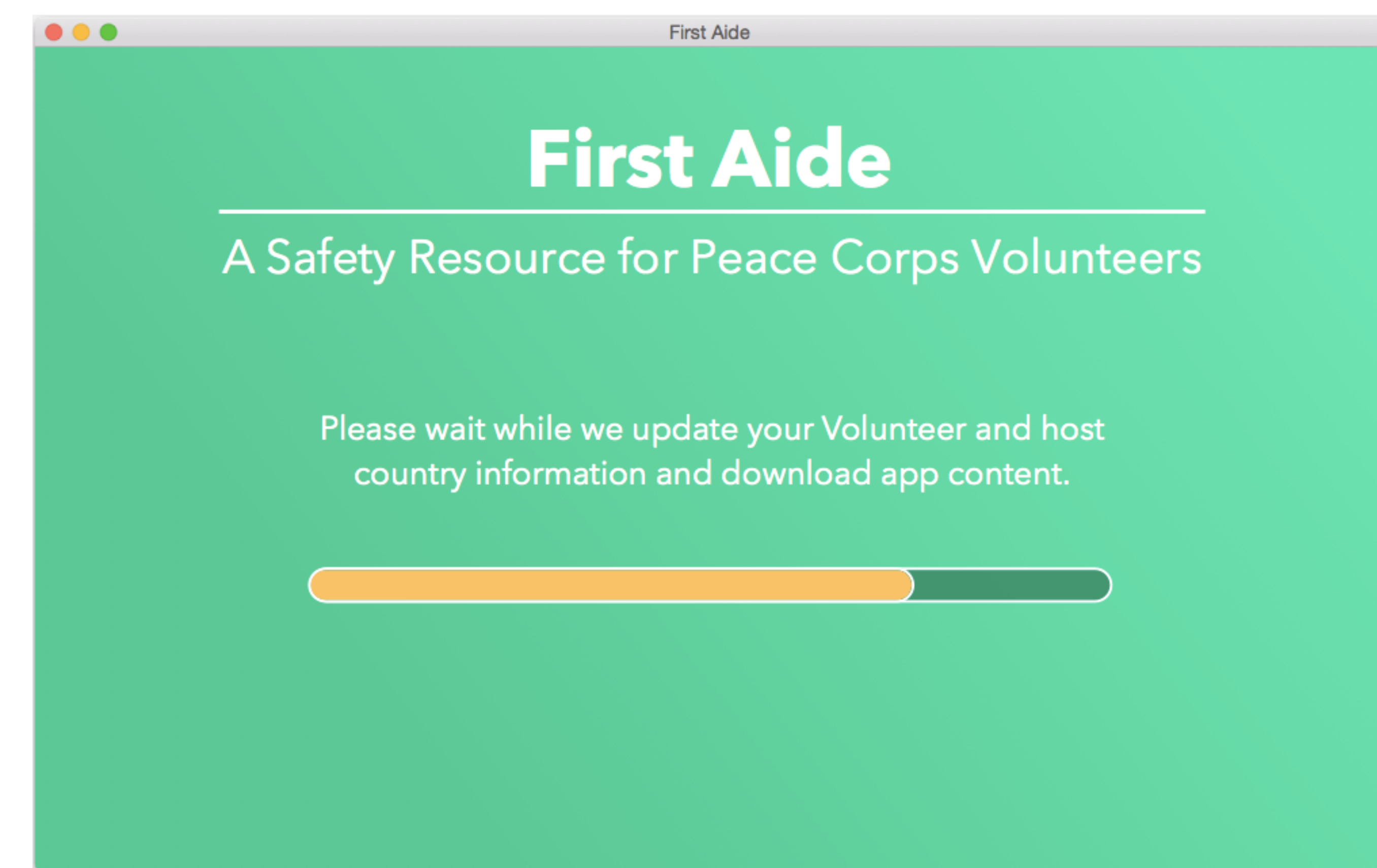
First Aid

A Safety Resource for Peace Corps Volunteers

Please enter your Volunteer ID number to get started.

>

Sign in to Account




First Aid

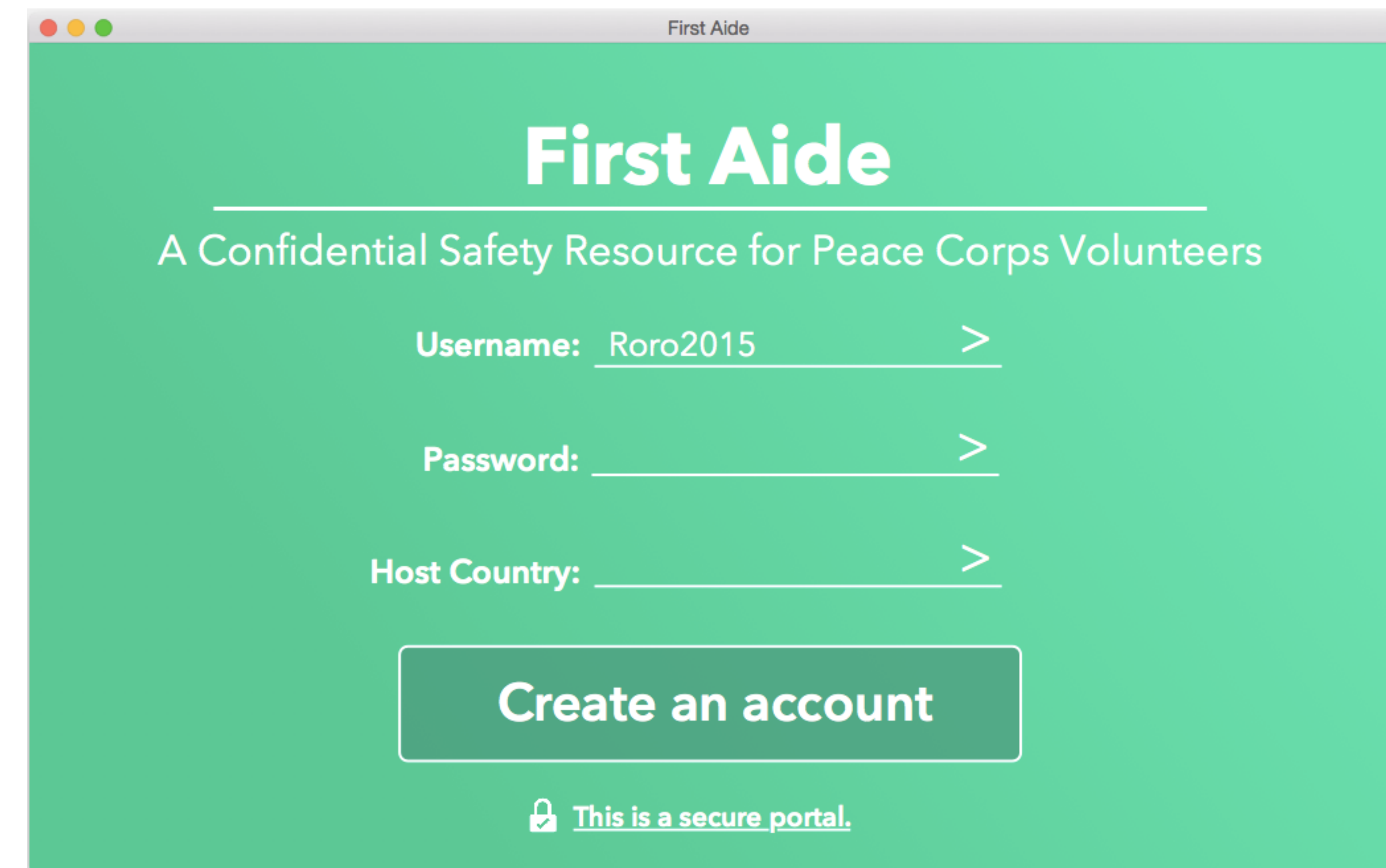
First Aid

A Safety Resource for Peace Corps Volunteers

Please wait while we update your Volunteer and host country information and download app content.



After



First Aid

First Aid


A Confidential Safety Resource for Peace Corps Volunteers

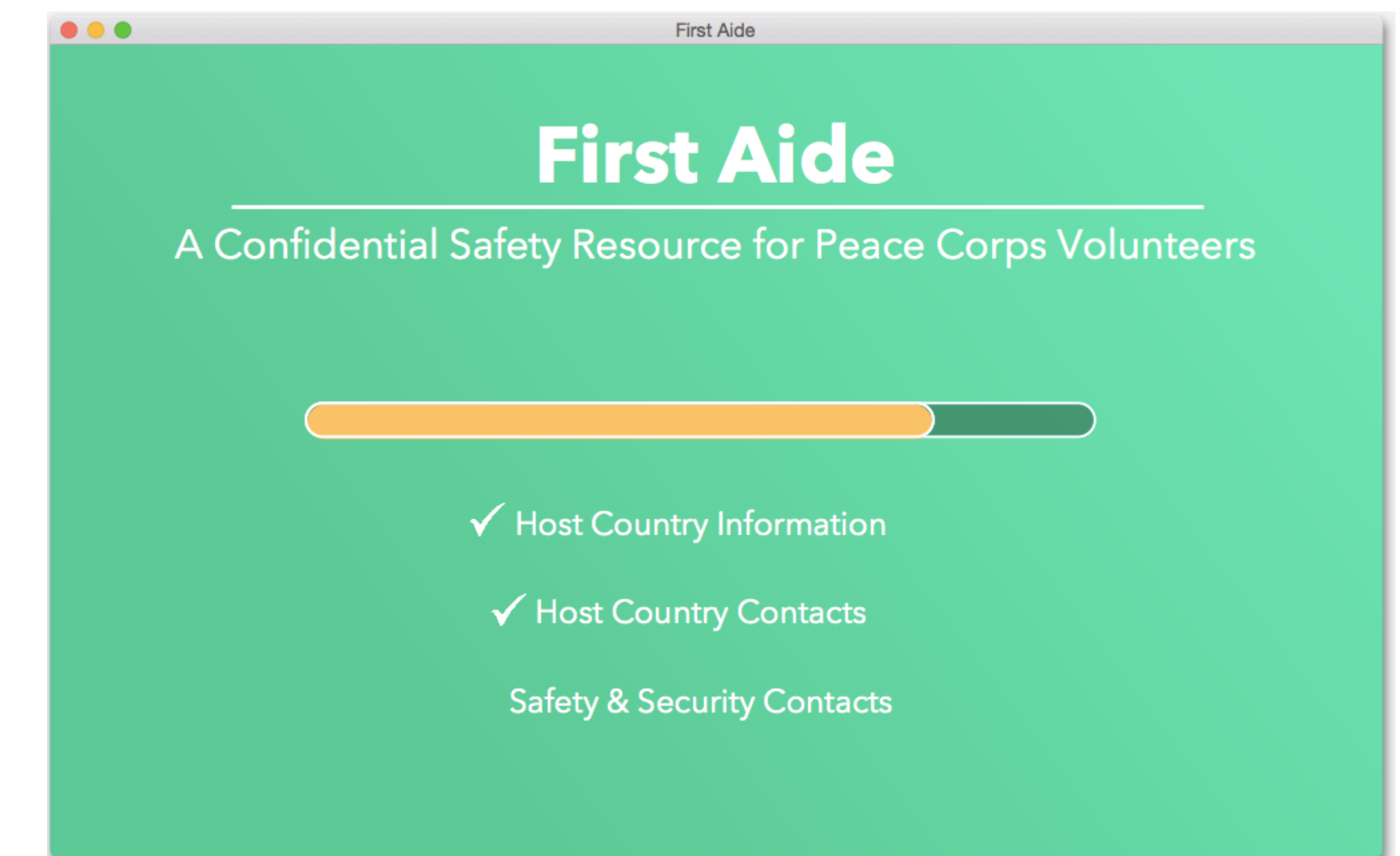
Username: >

Password: >

Host Country: >

Create an account


 [This is a secure portal.](#)



First Aid

First Aid

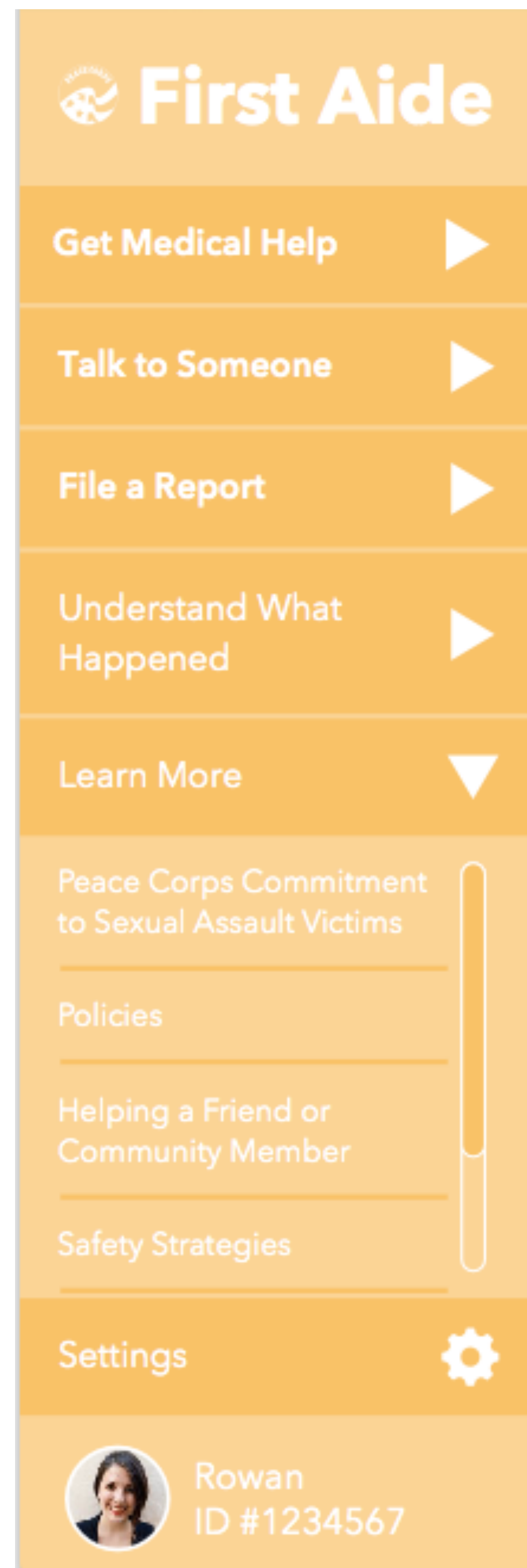
A Confidential Safety Resource for Peace Corps Volunteers



- ✓ Host Country Information
- ✓ Host Country Contacts
- Safety & Security Contacts

Next Steps from User Testing

Before



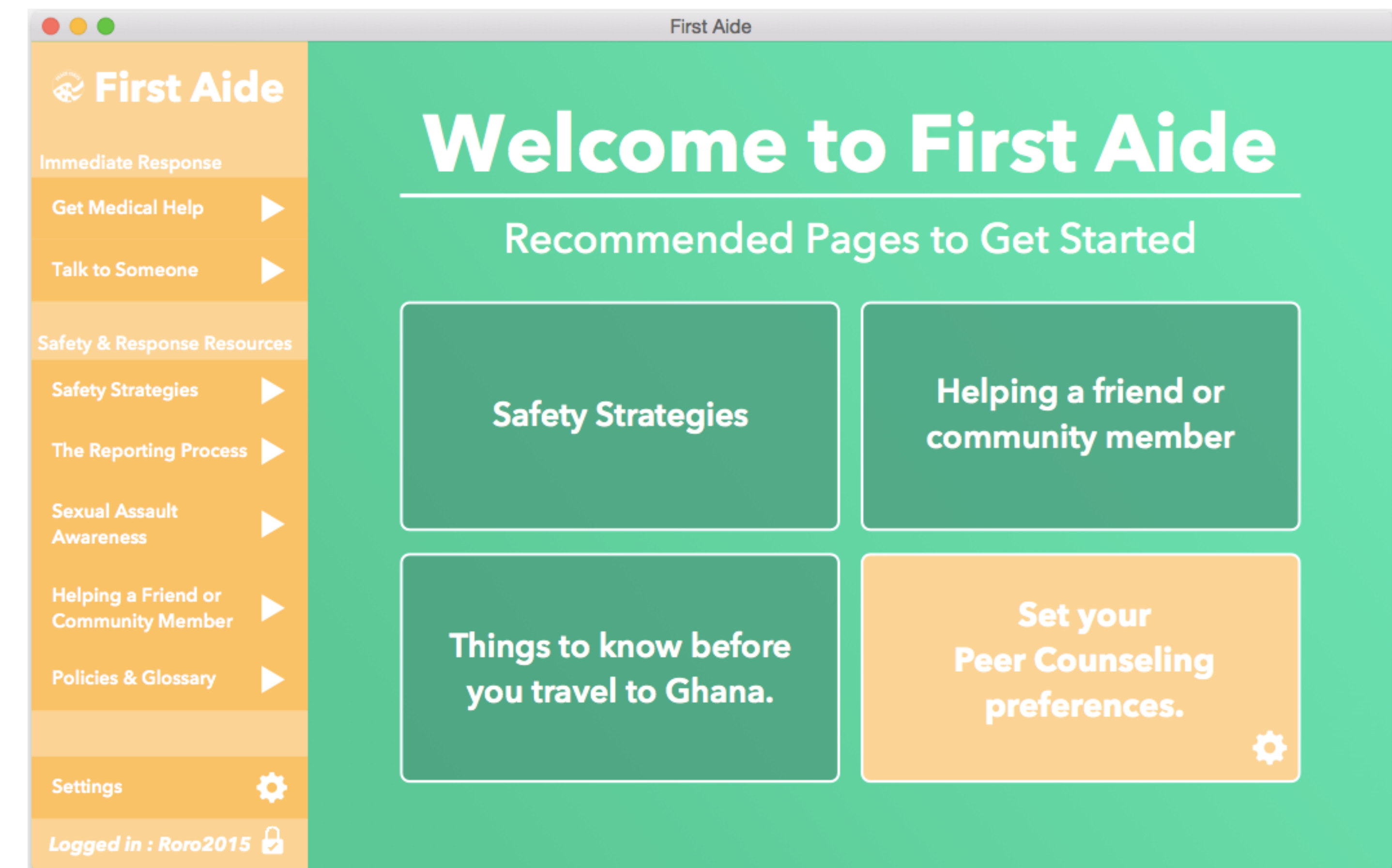
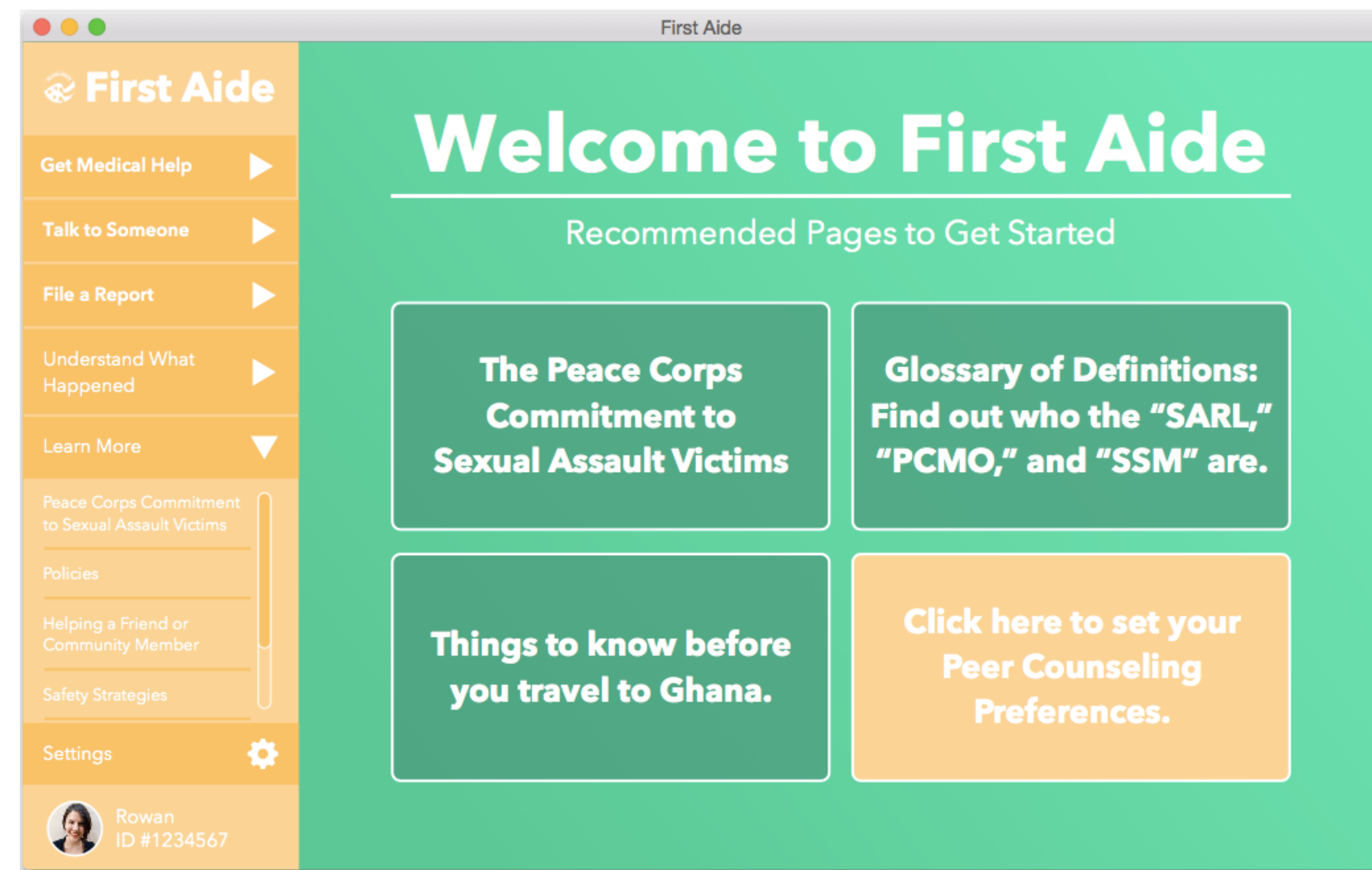
After



Next Steps from User Testing

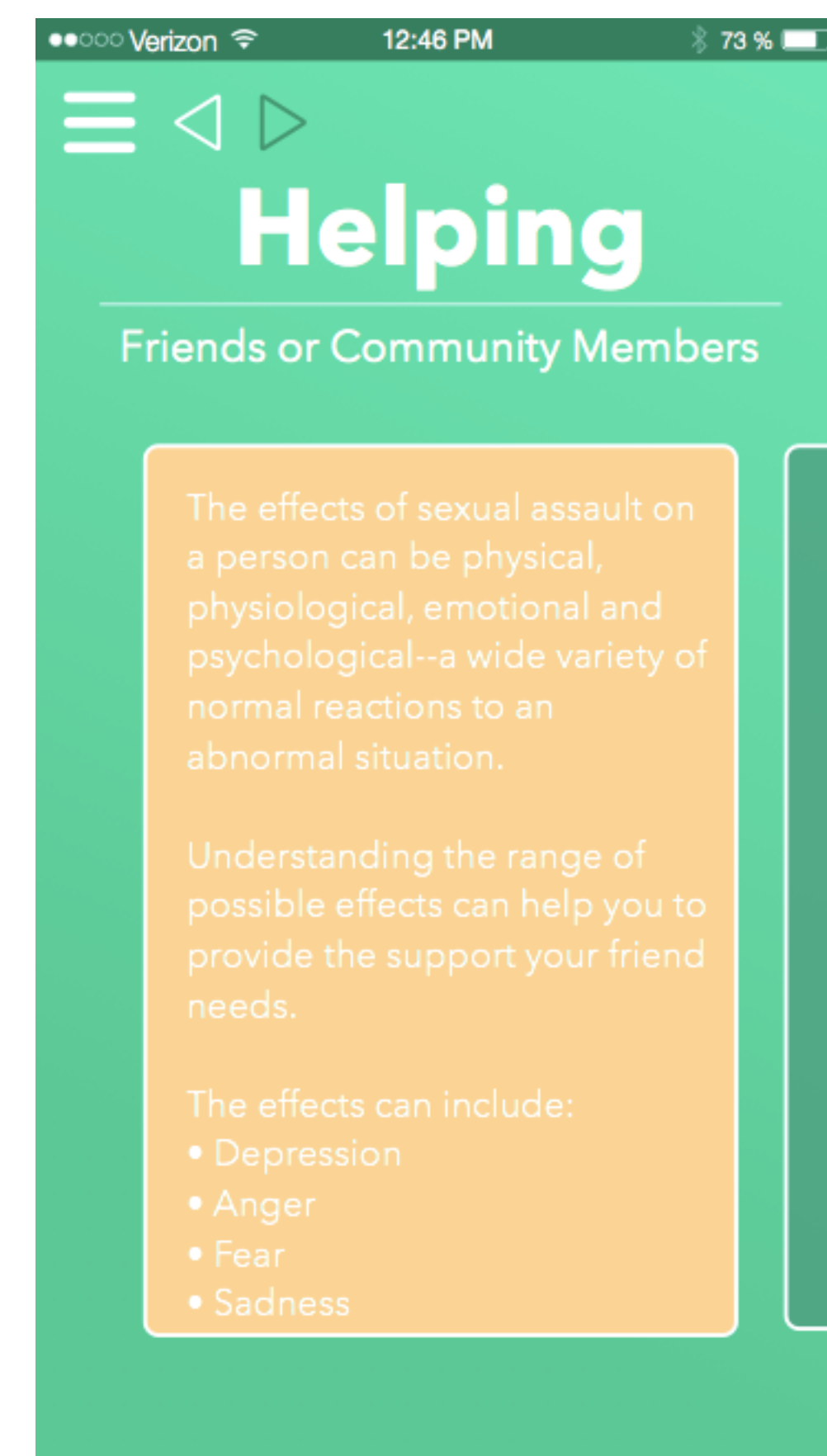
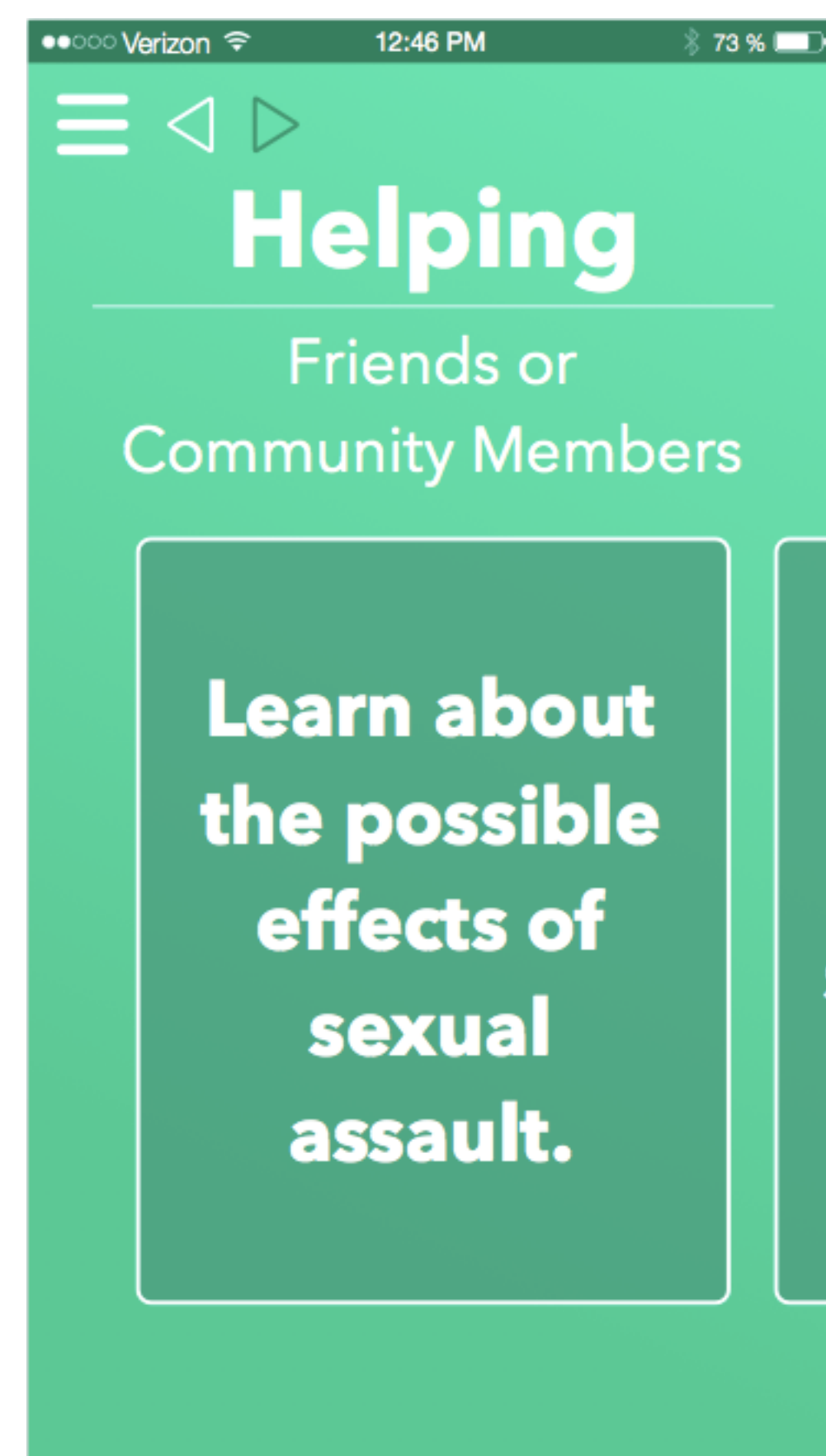
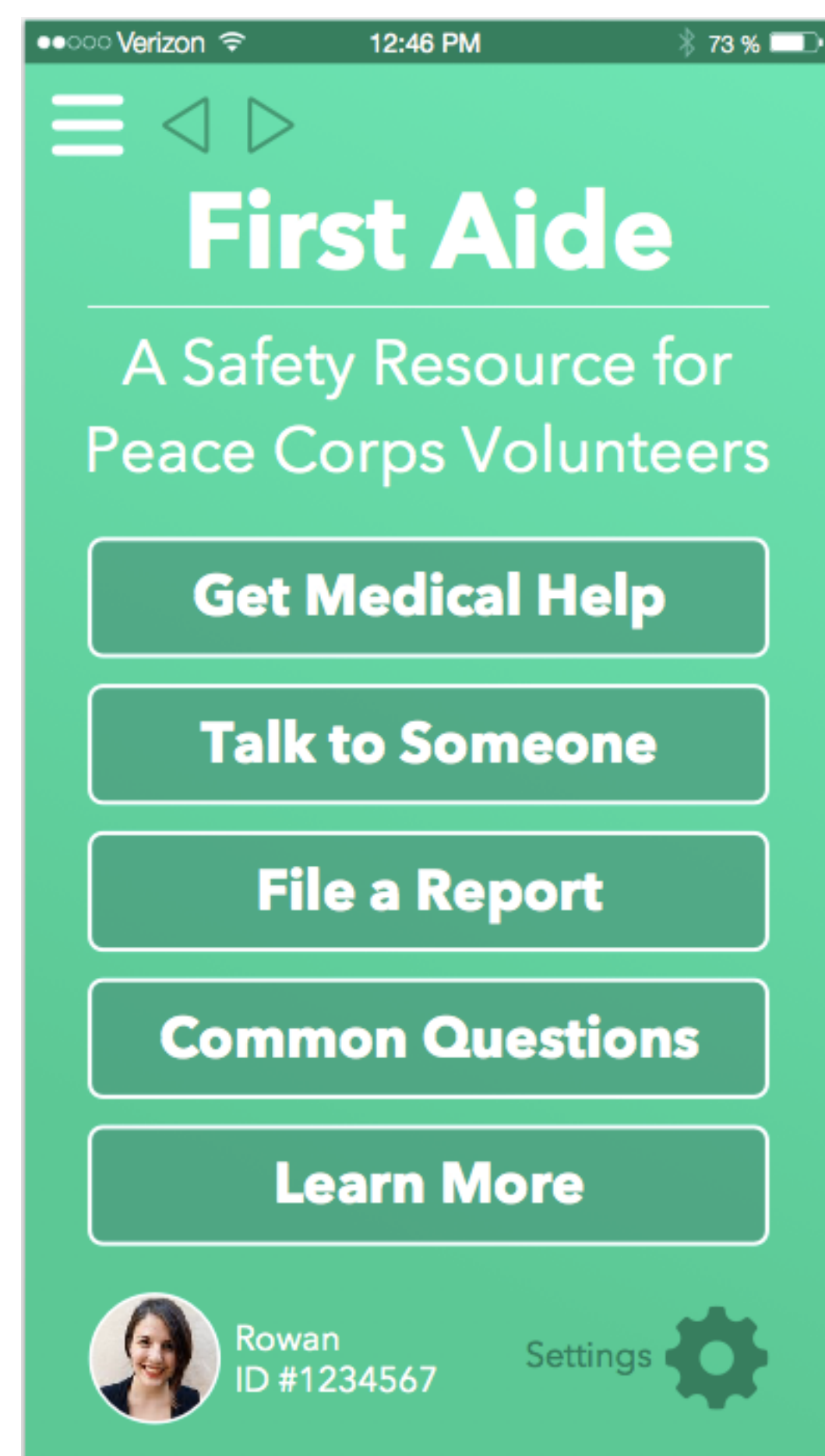
Before

After

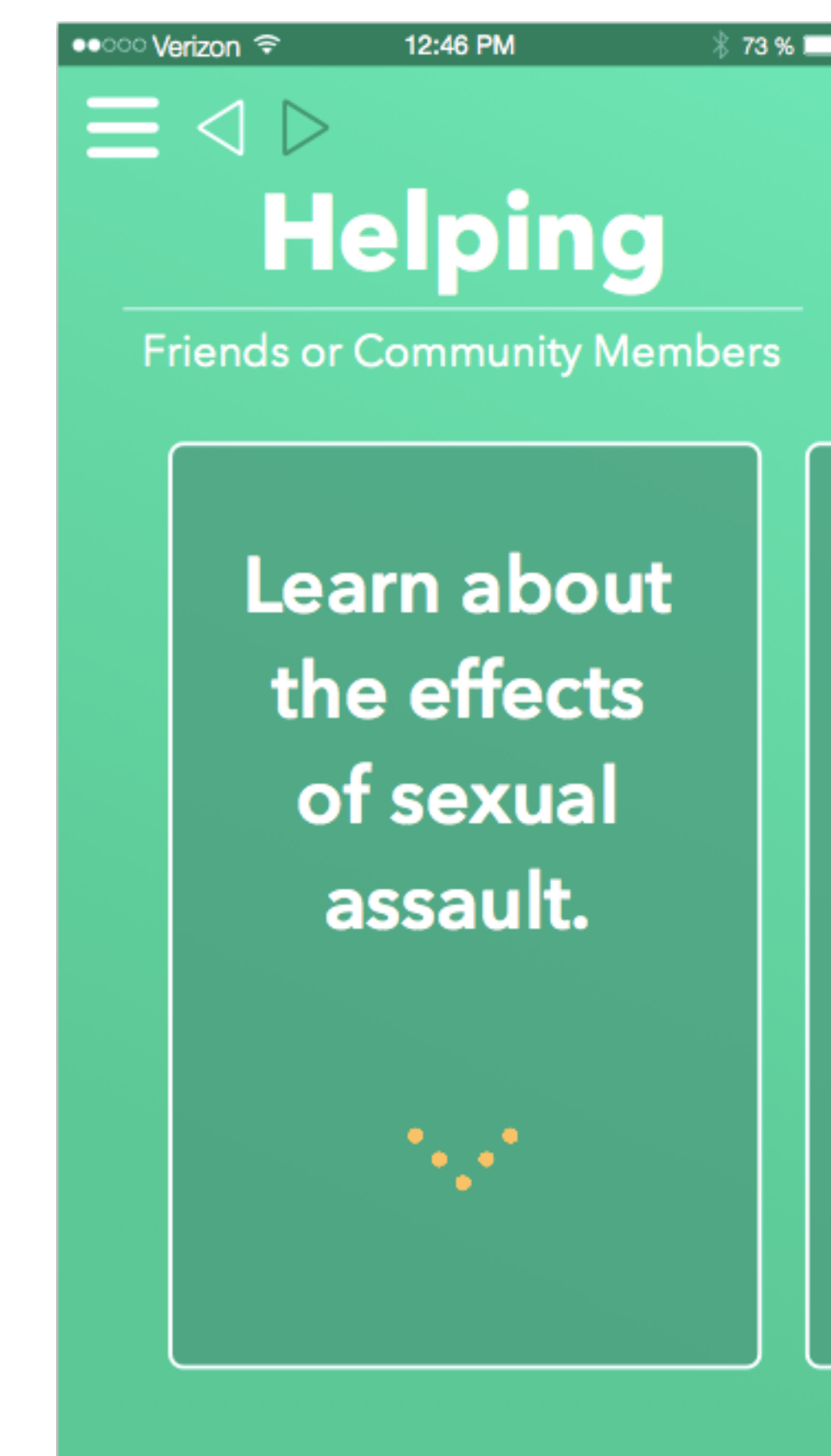
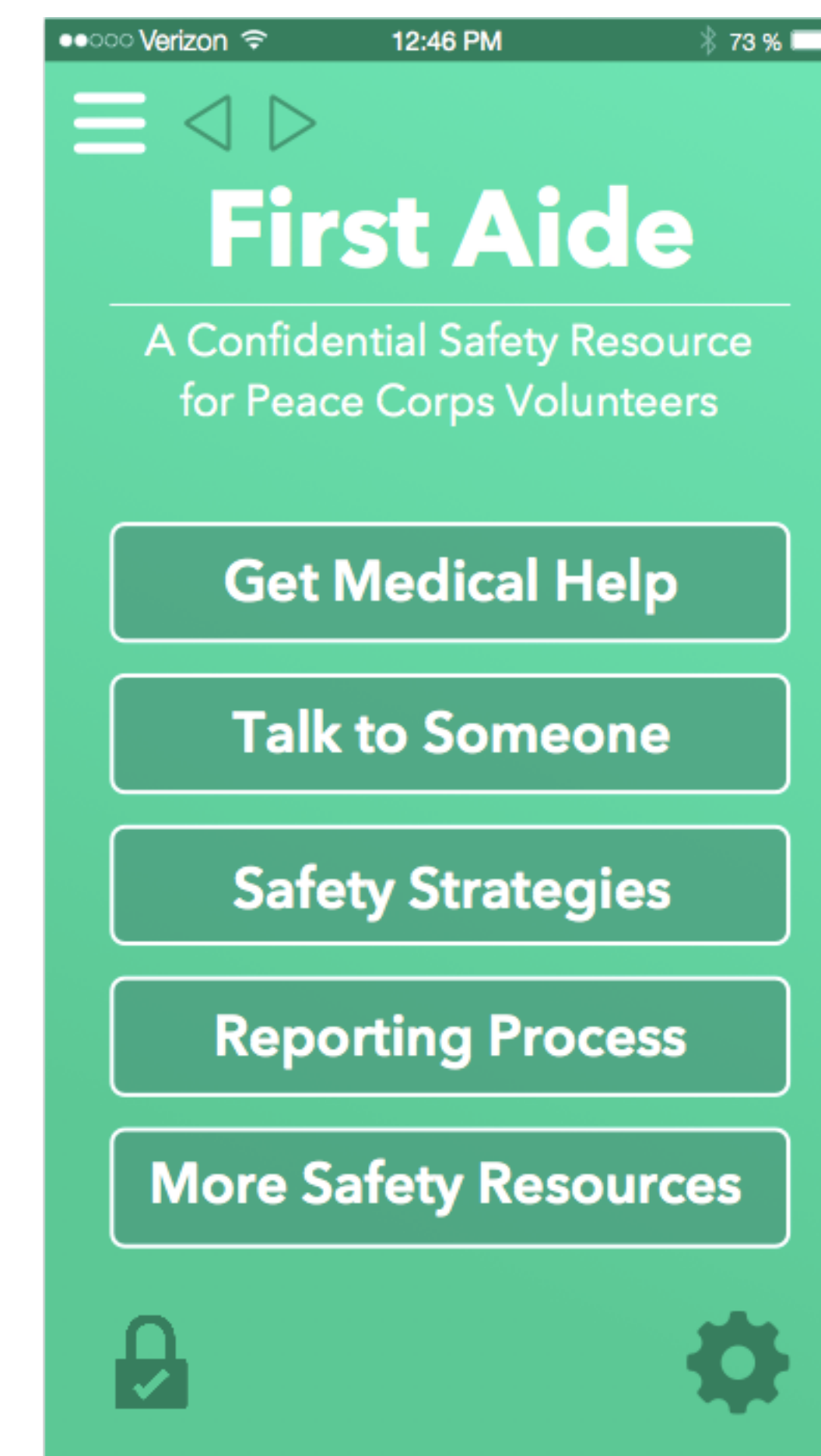


Next Steps from User Testing

Before



After



User Personas

ROWAN

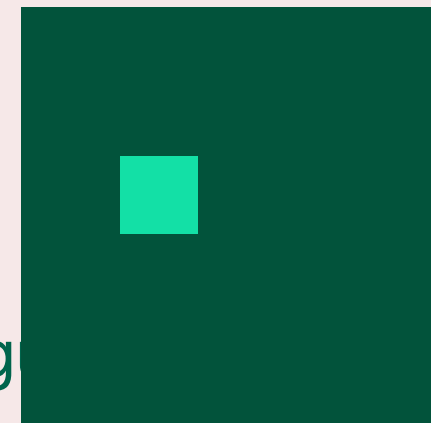
29 YEARS OLD SINGLE FEMALE



EMPATHETIC, SOCIAL, DEPENDABLE

PCV IN GHANA 6 MONTHS

Works in health care
Does not speak country language



INTERNET ACCESS

Internet Cafe in Town;
15 min walk;
connection is slow & spotty

BROUGHT WITH HER

Smart Phone



"I'm starting to feel pretty confident here. I am still finding a comfort level with the language but I know my way around and people have been friendly."

A fellow Volunteer is assaulted and approaches Rowan as a confidant. Rowan wants to know how she can support her friend.

GOALS & NEEDS

Quickly look up information on PC Policies

Ability to access Information without having internet access

Ability to easily access information when needed

PAIN POINTS

Irregular/limited internet access

Overwhelmed by the information she received during PST; doesn't remember the details

Has heard that the Safety and Security Manager is unapproachable

Doesn't speak the language well, knows a couple of phrases

PEYTON

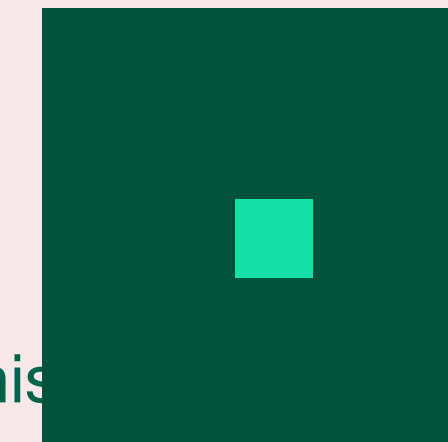
25 YEARS OLD, SINGLE FEMALE



EAGER, ADVENTUROUS, TRUSTING

PCV IN PERU 2 MONTHS

Works in education
Speaks conversational Spanish



INTERNET ACCESS

Available at residence;
Available in town;
connection is slow

BROUGHT WITH HER

Laptop, Smart Phone



"Training is brutal; its mentally and emotionally exhausting... Some things certainly do get lost in the shuffle."

Peyton and friends go to a local bar where she sees a familiar local and steps out. He begins to grope her and despite substantial resistance, he overpowers and rapes her. The incident leaves Peyton shaken, traumatized, and afraid.

GOALS & NEEDS

Needs an anonymous way to talk to someone about what happened

To remain in Peace Corps & continue service in her host country

To easily get in touch with support services

Assurance that she will be supported even though she was breaking certain PC rules

PAIN POINTS

Is afraid PC rules will get in the way of being able to address what happened

Experiencing emotional instability

Unsure of who to turn to for help or advice

Unsure if she is physically ok (besides emotionally)

Internet connection is consistently slow

SEAN

40 YEARS OLD, SINGLE MALE



INDEPENDENT, BRAVE, WELL-TRAVELED

PCV IN MOROCCO 1 YEAR

Works in education
Knows phrases of country language



INTERNET ACCESS

NO INTERNET

BROUGHT WITH HIM

Laptop, Simple Phone



"I don't remember a ton of safety & security sessions from Pre-Service Training. I remember we had a session where we had people from the embassy come and scare us to death."

Sean is on a weekend beach vacation and is harassed, groped, stalked, and threatened sexually by another male Volunteer. Sean wants to file a report because he's concerned for his safety, but is hesitant to seek help because he is embarrassed and is afraid of the consequences of others finding out.

GOALS & NEEDS

Wants to file a report to prevent future harassment

Wants to know what he can do on his own to better address the situation

Needs a clear explanation of policies and services available to him

Confidentiality

PAIN POINTS

No access to internet

Never bothered to memorize training teachings because never thought he would be susceptible to unwanted sexual behavior

Afraid of affecting the way others see him, afraid of retaliation from his aggressor