

Remotely Supporting Survivors during COVID-19



WASHINGTON STATE COALITION
WSCADV
AGAINST DOMESTIC VIOLENCE

FUTURES
WITHOUT VIOLENCE



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A few notes
about
technology . . .



Technical Support

- If you have any technical problems during **the call**,
- ✓ Please call *Laurel* at (206) 389-2515 ext. 215
- ✓ or email at laurel@wscadv.org

Audio Settings

1. To adjust your audio settings in the webinar, click on **Audio Options**.



This will open up the audio settings section of your Zoom application settings.

2. Click the dropdowns to change the audio devices or adjust the sliders to change the volume.



Participating – Everyone is on mute

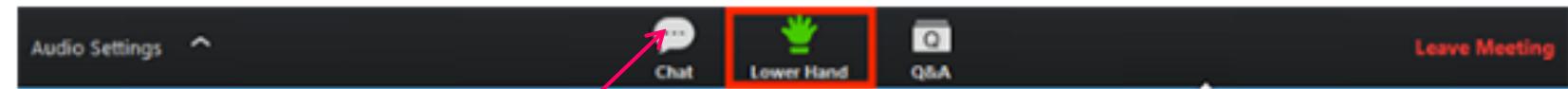
“Raise your hand” here.

If your computer has a built-in microphone, or you are listening by telephone, we can **un-mute you.**

1. Click **Raise Hand** in the Webinar Controls.



2. The host will be notified that you've raised your hand.
3. Click **Lower Hand** to lower it if needed.



You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.

You can type questions and comments in the **chat box**.

Attendance & Evaluations

Please fill out the evaluation form that pops up when this webinar ends.



Here comes
a poll!

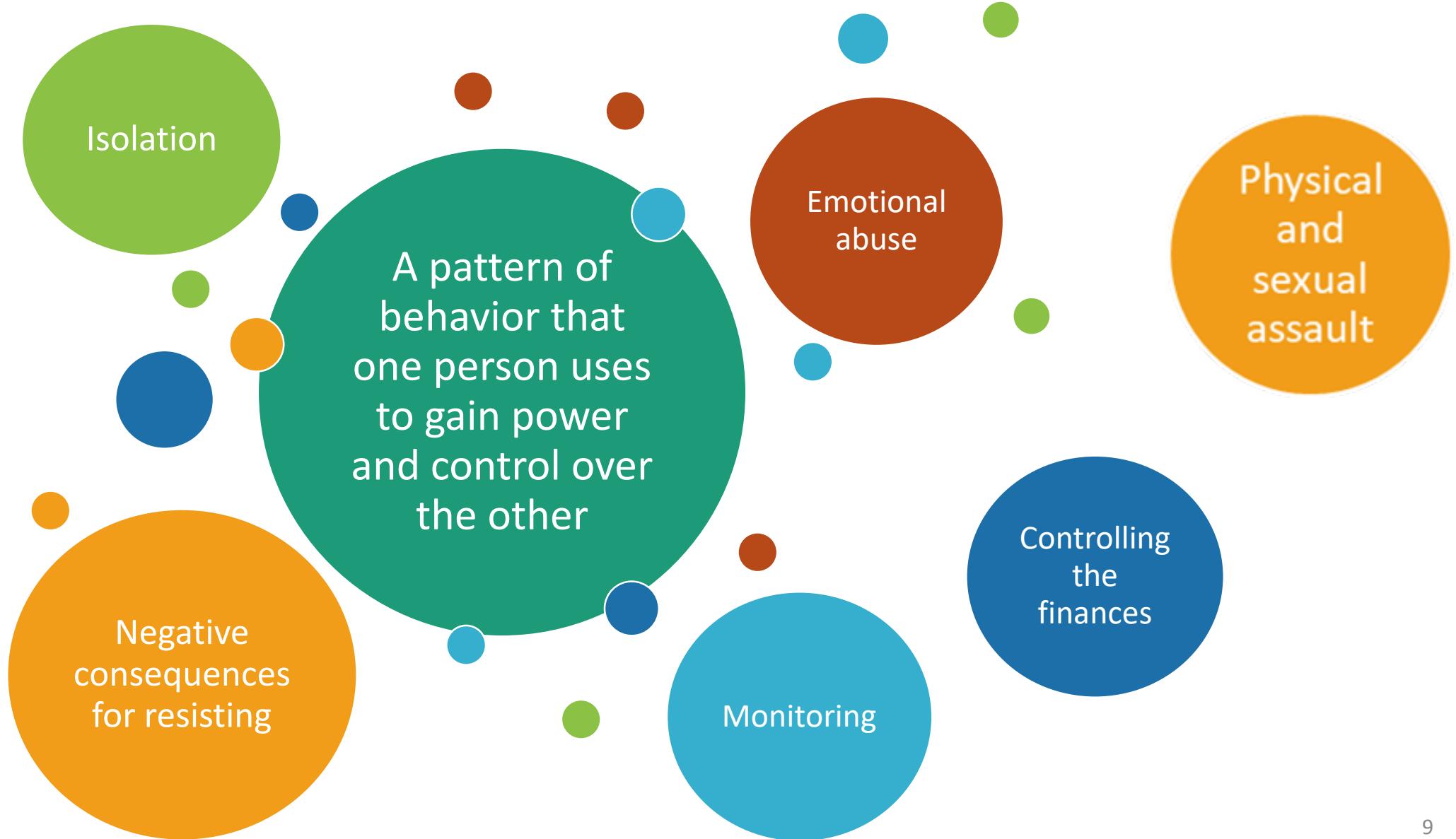
We want to hear
from you!



In the **CHAT BOX**, please type a word that sums up your feelings today?



What is Domestic Violence?



COERCION AND ABUSE IS ABOUT POWER AND CONTROL OVER SOMEONE

We see this dynamic in many different kinds of relationships. Teens, adults, family members, and caretakers can all struggle in their relationships.

Survivors experience consequences or harm for resisting coercive or abusive behavior.

Parenting and decision-making is undermined or sabotaged.

People causing harm only use the amount of force necessary to get what they want.

Behaviors are unique to the people involved.

Threats or intimidation and feelings of fear or dread are common. Physical and sexual violence may or may not happen.

What do we mean by domestic and sexual abuse?

USING COVID to extend control

- **Isolating** from sources of support
- **Exploiting** resources for personal gain
- **Regulating** a person's daily life
- **Depriving** a person of independence
- **Using children** to monitor or control a parent
- **Economic** interference
- **Minimizing** or disregarding COVID information

THE INTERPRETER

A New Covid-19 Crisis: Domestic Abuse Rises Worldwide

Movement restrictions aimed to stop the spread of the coronavirus may be making violence in homes more frequent, more severe and more dangerous.



Here comes
a poll!

We want to hear
from you!



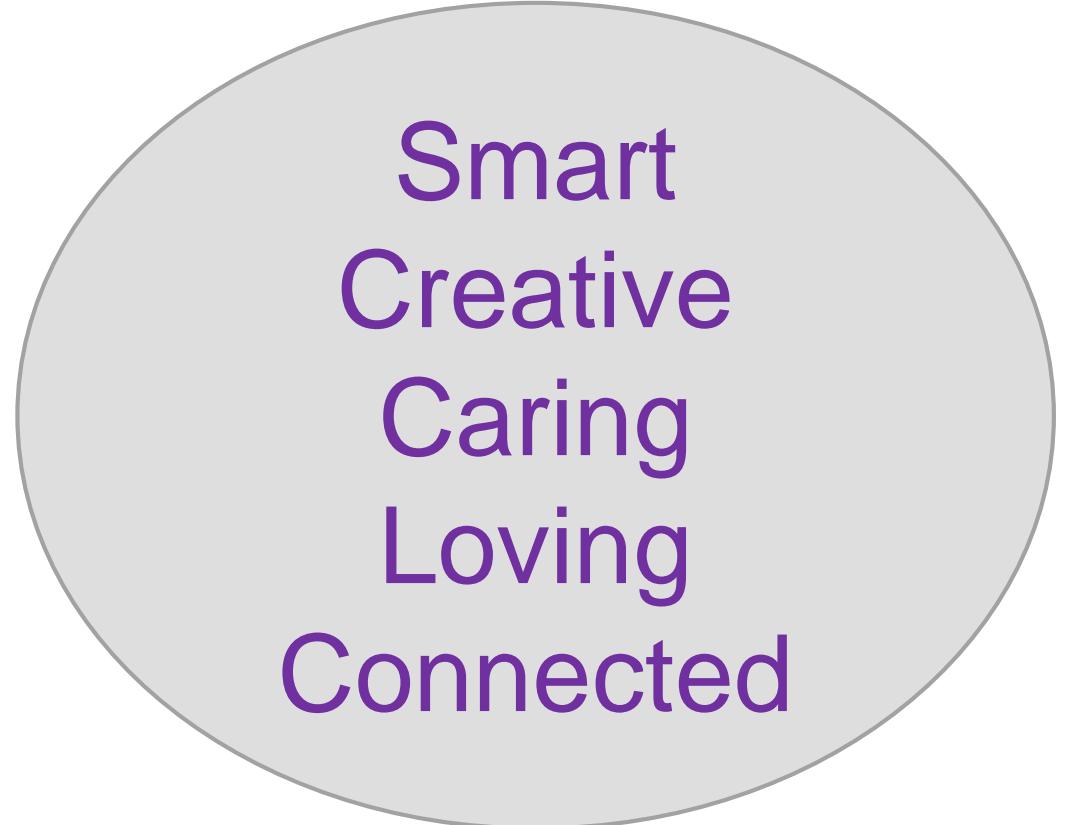
“Home isn’t a safe place for everyone. We hope to create a world where everyone can be safe in their own home. The reality is that it’s not for a lot of people.”



Home visitors can be a lifeline

You may be:

- the first responders for families experiencing IPV
- the only other person your client is allowed to speak to
- the only kind word heard
- the only access to information on help and safety



Smart
Creative
Caring
Loving
Connected



“IPV Screening: At the moment there is no research indicating that virtual screenings are safe.

Due to the potential risk of retaliation by an abusive partner if a caregiver discloses abuse during a screening, we encourage you to use your best practice judgement when determining whether it is appropriate or safe to screen.”

HRSA
Guidance for
IPV screening
during COVID

Answer in the Chat BOX

- How many of you have, or know someone who has ever left something out of a medical history or intentionally misreported information to their healthcare provider?
- Why? What were they worried about?



Identification and Assessment of IPV in Home Visitation

- The use of structured screening tools at enrollment **does not promote disclosure** or in-depth exploration of women's experiences of abuse.
- Women are more likely to discuss experiences of violence when nurses initiate non-structured discussions focused on parenting, safety, or healthy relationships.

(Jack, 2016)





What if we challenge the
limits of disclosure driven
practice?



Universal
Education
opens the
door to
conversations:

Instead of screening, focus
on:

- Universal education on healthy relationships
- Supporting friends and family
- Sharing info about the National Domestic Violence Hotline (includes confidential chat feature, advocates speaking over 22 languages, language line access, and 24/7 days a week)

Health Equity = Universal Education



“Health equity means social justice in health”

... no one is denied the possibility to be healthy for belonging to a group that has historically been economically/ socially disadvantaged. (Braveman, 2011).



Healthy Moms, Happy Babies Safety Card



You Might Be the First Person to Talk About Healthy Relationships

How's It Going?

All moms deserve healthy relationships. Ask yourself:

- ✓ Do I feel treated with respect and kindness?
- ✓ Do I feel safe and supported?
- ✓ Does my partner support my decisions about if or when I want to have more children?

If you answered YES to any of these questions, it is likely that you are in a healthy relationship. Studies show that this kind of relationship leads to better health, a longer life, and better outcomes for children.

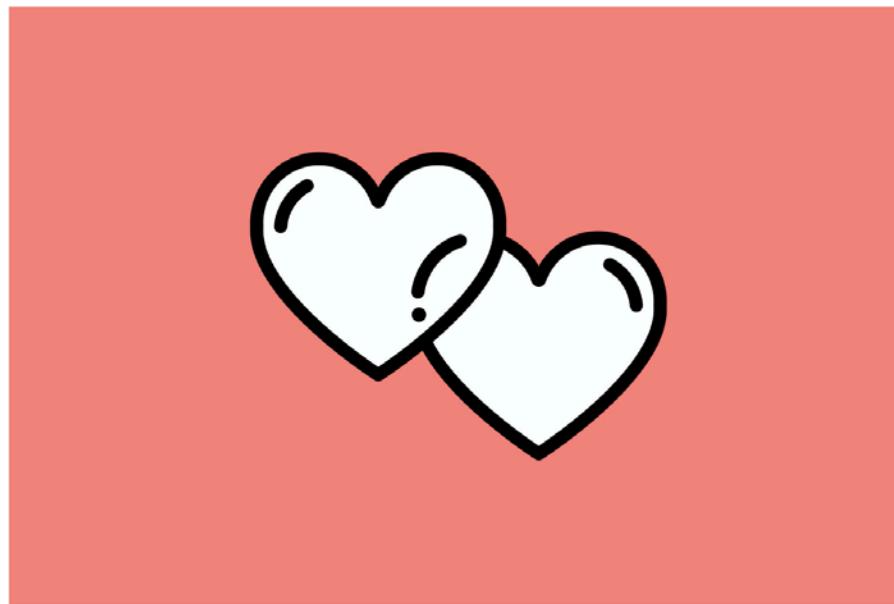


Universal Education + Altruism = Survivor Strength

The New York Times

The Science of Helping Out

During a crisis, the people who cope best are those who help others.



Amrita Marino



CUES: Trauma Informed Intervention

C: Confidentiality: See client alone, disclose limits of confidentiality

UE: Universal Education + *Empowerment—How you frame it matters*

Normalize activity:

"I've started giving two of these cards to all of my moms—because relationships can change. I always give two so you have info on how to help a friend or family member."

Make the connection—open the card and do a quick review:

"It talks about healthy and safe relationships, ones that aren't, and how they can affect your health and pregnancy—it connects things that you might not otherwise see--like how substance abuse or depression can be connected to hard relationships."

S: Support:

"On the back of the card there are ideas on how to be safer and 24/7 text and hotlines that have folks who really understand complicated relationships. You can also talk to me about any health issues or questions you have."



Essence of CUES

Builds Relationships

Strength based

Focus on Altruism

Improves Access to Advocacy

Empowers clients and the folks they care about

Shares power between provider and client

“...the power of social support is more about mutuality than about getting for self...that is, there is a need to give, to matter, to make a difference; we find meaning in contributing to the well-being of others.”

J.V. Jordan, 2006



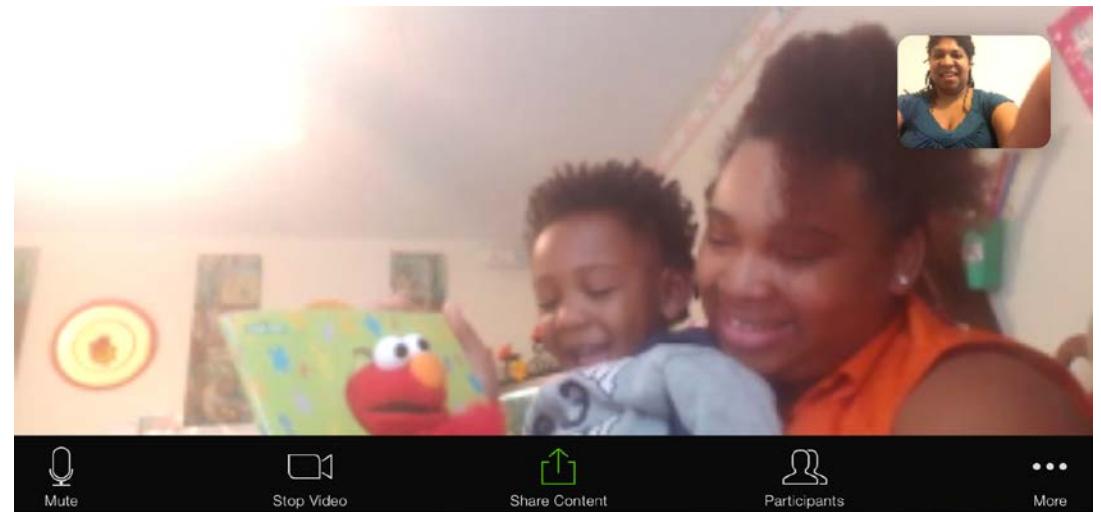
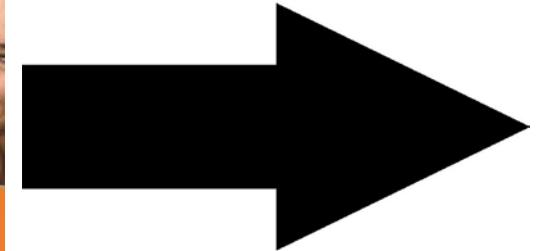


Raise your hand:

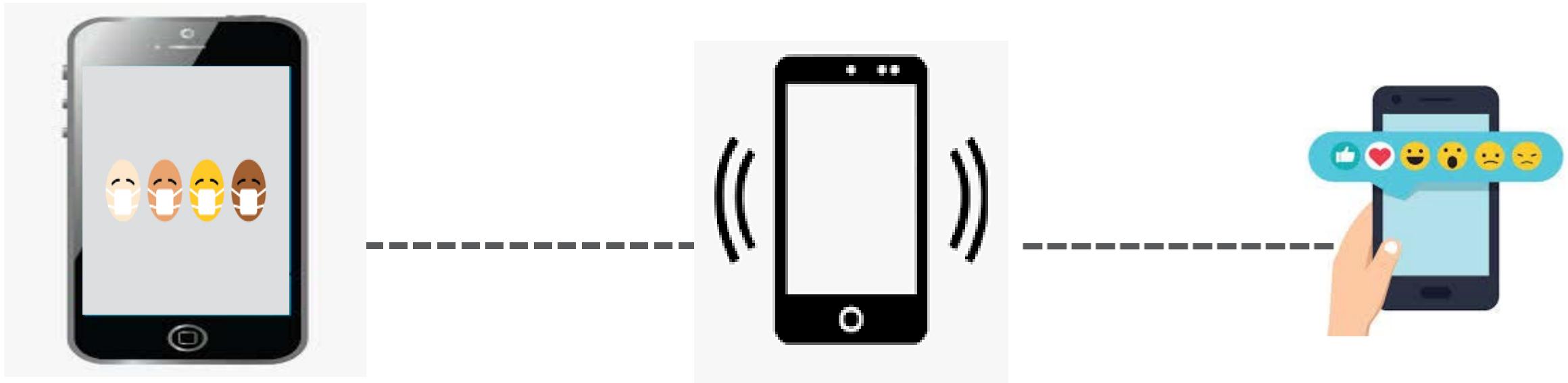
Are you doing universal education on healthy relationships by phone or virtually?

**SHARE
YOUR
IDEAS**

From Cards to Conversations about Helping Others



Remotely Supporting Survivors during COVID 19



Virtual CUES is a Lifeline

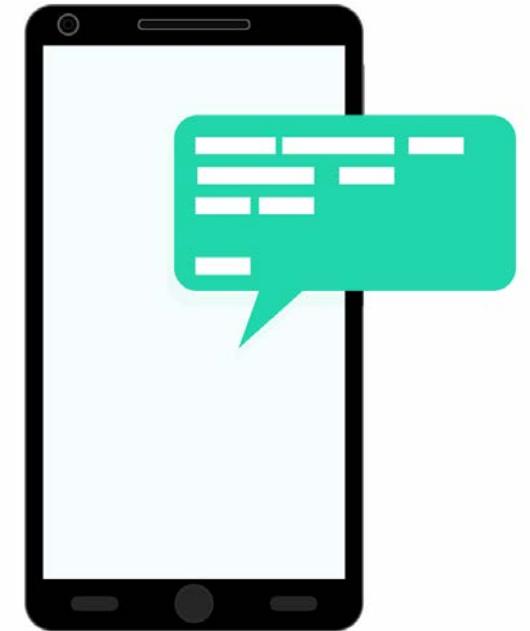
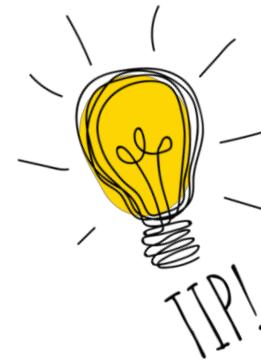


What are Virtual CUES?

They are quick text messages



Scripted conversations for the home visitor



Always ask if
texting is ok!

Virtual CUES – two strategies for connection

1

Ongoing support for
ourselves and others in the
context of COVID and
beyond

2

Opening the door to
conversations about healthy
relationships: universal
education and support for
IPV experiences



Safety first -- Who is in the room...?



“Hi (Insert client’s name), so good to hear your voice. Is this still a good time to talk?”

“I've been thinking so much about you. How are you (or you and your kids) doing?”



Always ask - Can we talk privately?

“Is there any chance you can take yourself out for a walk while we talk?” “If not, no worries, sometimes it’s just nice to have another adult one on one to talk with so we can focus on each other.”

Ideas for privacy:

- ✓ **Locations:** the closet, garage, in the car, basement, on the roof, in the bathroom)
- ✓ **If older children present:** Or “have someone in the house watch the kids while you and I talk?” Or “do the kids have a headset they can use while we are talking?”



Check-in: Self-identified needs...?



“What do you need?”

- Food?
- Diapers?
- Formula?



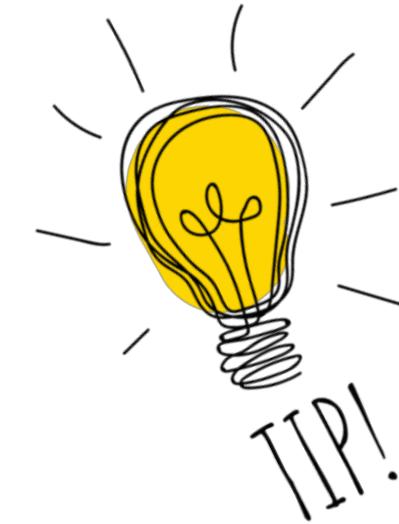
“Anything else that feels urgent
I can help with?”

Before you send a text: Scripted conversation toward virtual CUES

“I know with COVID it’s a hard time for all of us.”

“The stress can be overwhelming. We are all worried about how we are going to feed our families, pay bills. Everyone is on top of each other in the house.”

“How has it been for you?” Acknowledge what you hear.
“That sounds so hard/complicated.”



Consider giving personal examples

Script –Transition for into CUES

“Because folks are isolated at home right now, part of what we are doing is sharing ideas about helping ourselves and others in our life that we care about—we know when we help others it helps us too.”



Script #1: Supporting ourselves during COVID

“I am sending this text to all my clients and friends. In this time, you matter and your words matter.”



“Things will better-- we are going to get through this, and when we say hopeful things like this out loud it makes us feel better. I've been doing it myself and it helps—so I wanted to share that tip with you too.”



“We are all so isolated I want to make sure everyone knows about a free confidential crisis text line. It's nice to know you have a confidential place to get information to support you. Text HOME to 741741 to connect with a Crisis Counselor about anything— anxiety, depression, relationship issues, or COVID 19.”

Sample Texts #1 – Supporting ourselves during COVID

Quick thought for you 😊

Your words matter, even on the hardest day find away to say something positive: “This will be better,” “we are getting through this” or “together we are going to make things better.”

!

Saying hopeful things often, and out loud, can help us with stress.

- ✓ Love yourself—you deserve it
- ✓ Helping others can help us feel better too
- ✓ Talk with supportive people in your life

In a crisis? Text HOME to 741741 to connect with a Crisis Counselor about anything—anxiety, depression, relationship issues, or COVID 19.



Sample Texts #1 – Supporting ourselves during COVID

Quick thought for you 🤗 Simple things can help kids in this time.

Children love hugs and you!

- ✓ Reading and singing
- ✓ A special lovey (toy or blanket for comfort)
- ✓ As much of a schedule as possible

Parenting can be so hard during COVID.

- ✓ Please know you are not alone; don't be afraid to call for support.

Confidential support at the National Parent Helpline

1-855-427-2736



Here comes
a poll!

We want to
hear from you!

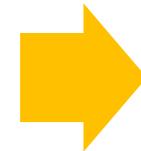


Script #2 : Universal education and support for IPV

“COVID-19 has made things harder for everyone.”



“While we are all isolated, stuck at home, it is even harder to find ways to keep our children busy (maybe you are also trying to help other children with school) and keep everyone fed, calm and happy. With all that is going parenting support can be harder to get . . . and when we are hurting or feeling stressed, we may hurt each other or our kids. Yell or make someone feel ashamed. We may stop listening.”



“The question is what can help and where can we go to find out how to get support?”

Text #2-Universal education and support for IPV

Quick thought for you Helping Others

- ✓ Everyone is feeling alone right now. Maybe where they live is hard. Maybe they are being hurt.
- ✓ We all need support now more than ever. To support others:
- ✓ Ask what things they have done in the past or are doing right now to help themselves feel less alone and safer?
- ✓ Call and text often. I love you, care about you, I miss you can be a lifeline—it may be the only support they have.
- ✓ Help them know they are not alone.

Don't forget that advocates can help support folks in complicated relationships:

<https://www.thehotline.org>



Script #2: Education about domestic violence advocacy services

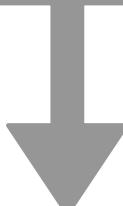
“The reason I’m sharing this with you today is because we all know someone in a complicated relationship, but maybe don’t know what is available to help.”



“There is a confidential national domestic violence 24-hour hotline that has great ideas to help, and can connect people to local supports like counseling, ways to be safer at home, and even hotel vouchers when people need to get away from home to be safe. If you would like, I can text you a link or the phone number, or you could write it down – what is comfortable for you?”

Script: Follow up about DV hotline number

If they don't want to write it down and say things are "fine".



"I am glad to hear that, if anything should change, I am here for you.
And/OR, "No problem, I will always have the numbers handy if you know someone who needs them."

If they do want to write it down.

"Thanks so much, and you do know if something like this were ever an issue for you, I'm here for you. I care about you (or you and your children) so much."

Script: If disclosure happens

Remember you don't have to be in crisis to get support. A lot of people struggle in their relationships and it hurts.

Thank you for sharing with me.

You and your children deserve to be safe and treated with respect.



You are the expert on your life and family; you get to decide what is next.

You are not alone.

I am here to support you.



There are confidential services I can help you connect to – or make a three way call and stay on the line with you – whatever you want.

“Hi, I am a home visitor and I have a client with me on the line who is having difficulties in their relationship and asked me to help connect them to you.”



Virtual CUES is a lifeline

- Making sure every client has knowledge about where to seek help for domestic violence.
- And know they have your support and understanding.
- This is the most crucial link for home visitation.
- Your action may save lives.



Please respond in the **chat box**

Do you think your clients would like to receive short, positive texts during this time of COVID?

Did anything change in your thinking about supporting survivors?



Mindful Movement

- Wrap your arms around yourself—left hand over right arm and rub your arm
- Switch arms
- Stretch arms in the air, wiggle fingers, shake hands
- Come back to center



Safer Planning strategies

Things you can say to support someone

Things to say to people who have experienced harm:

I believe you.

I am so sorry
this is
happening
to you.

Thank you for
sharing this.

I don't even
know what to
say right now,
but I am so
glad you told me.

You don't
deserve this.

Thank you for
telling me.

It's not
your fault.

You are
not alone.

You get to
choose what
you do next.

Safer Planning strategies

Understanding the survivor's risks and priorities

Some other possible questions to ask:

- What is your biggest concern?
- What are you most worried about?
- What do you need or want?
- What do you need from your community?
- How can I help?
- What is life like with [partner's name]?
- How are the kids doing?
- Is this relationship energizing or draining?
- Do you get to do the things you like to do?
- What happens if you disagree?
- What does arguing look like in your relationship?

Safer*r* is doable and important

Builds on the strengths of what the survivor has already done

Is truly survivor-centered and survivor-defined

Helps us learn about what motivates decision-making

Leads to understanding

Reaching out by phone

Safer planning strategies:

- Talk together about abruptly changing the conversation if needed
- Identify a support person and contact information
- Provide information to support and stay connected
- Refer to WSCADV.org [Friends and Family Guide](#) for strategies to support safer planning
- <https://wscadv.org/resources/friends-family-guide/>

Click on clear browsing data



After calls, texts or computer searches

Offer confidentiality strategies to consider

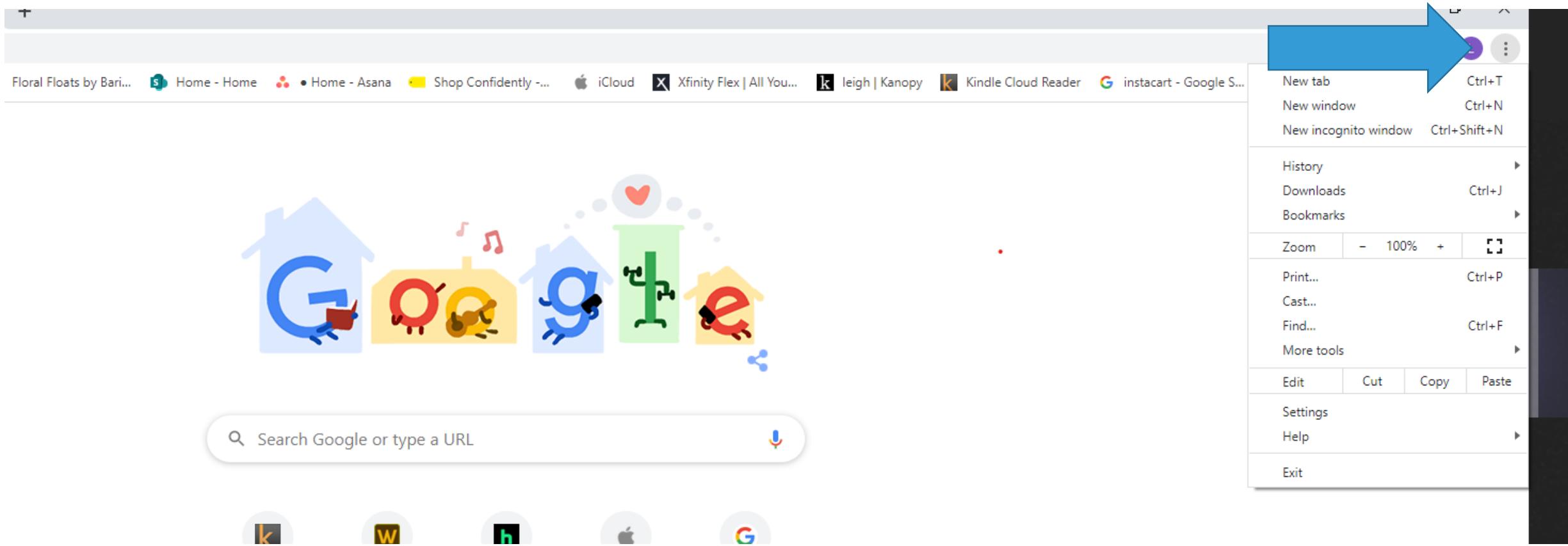
The screenshot shows the 'History' tab in the Chrome browser. At the top, there is a search bar with the text 'Search history'. Below the search bar, the 'Chrome history' section is visible, showing a list of recent tabs. The first tab is 'Today - Monday, April 20, 2020'. The list includes:

- Shop Confidently - Best E...
- Domestic Abusers Can C...
- Supervisors of Home Vis...

Below the history list, there is a 'Clear browsing data' button with a small icon next to it.

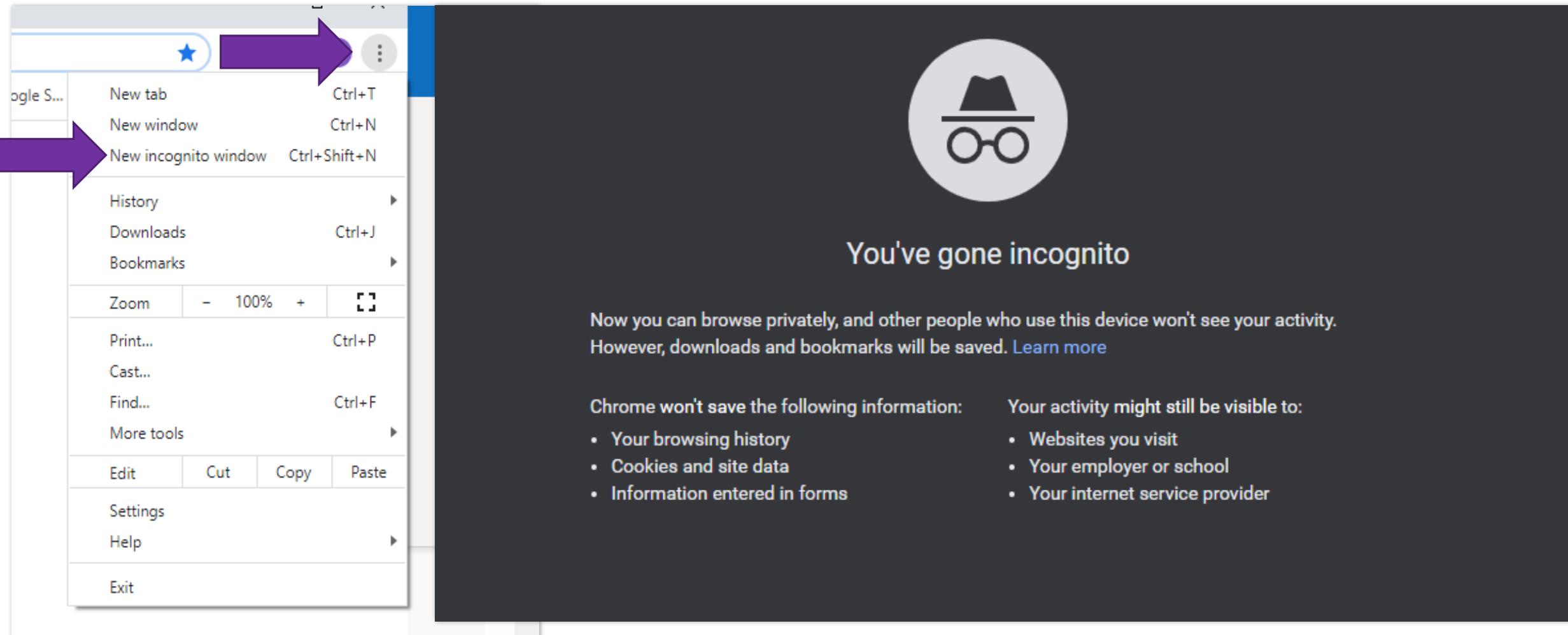
- Delete recent phone calls from phone
- Delete texts from phone
- Clear browsing data/history from phone or computer
- Contacts - store hotline or special numbers under a different name- like the name of a grocery store, a typical thing you use.
- Consider setting up a new email and passwords, and you can contact your local domestic violence advocacy program for help.

Clearing browser history in computer or phone



- Open a new window in Google Chrome
- Click on three dots on the right
- Click on history

Search incognito on your phone or computer



Go to a new window in Google Chrome or app on phone



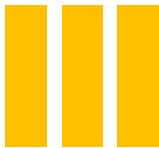
Safer planning
starts with
understanding
the survivor's
risk analysis

Remember

- Leaving may be *a strategy* but not *the* only strategy
- Understand the survivor's perspective and priorities
- Working with survivor to strengthen her safety plan
- **Connect with dv/sa advocates for system and individual advocacy**



It is reassuring to
know what your
Domestic
violence/Sexual
Assault programs
are doing right now





Domestic Violence Advocacy Services include:

All free and confidential

- Remotely, on-phone, in-person
- Safer planning
- Navigate and negotiate systems
- Systems advocacy, including for undocumented people
- Support groups
- Housing supports and shelter/hotel vouchers
- Interpreters
- Support to adults, friends, family, teens, children

The purpose of Domestic Violence Advocacy?

Advocacy is trauma-informed and survivor-driven, while working in partnership with survivors.

- Advocacy is focused on safer planning and supporting survivors autonomy and their children to rebuild control over their lives.
- Survivors lead the process, choose their own goals, and define what is going to be safer for themselves.

Responding to Coronavirus

As domestic violence & sexual assault programs respond to coronavirus, we'll be sharing information & resources to help them stay informed & connected

Resource Round-Up



<https://wscadv.org/news/response-to-coronavirus-resource-round-up/>

- **WSCADV GET HELP NOW,**
<https://wscadv.org/get-help-now/> **contact a dv program in WA**

- Using Technology to Communicate with Survivors During a Public Health Crisis
<https://www.techsafety.org/digital-services-during-public-health-crisis>
- Digital Services Toolkit – Spanish and English
<https://www.techsafety.org/digital-services-toolkit>



Please add
to chat box
or raise
your hand
to be
unmuted

Supporting supervisors and home visitors

- Are you struggling because you don't like the survivor's choices or decisions?
- What ways does the abusive person undermine a survivor's plans or parenting?

Questions to consider:

- [Supervisors Home Visitor Reference Sheet](#) supports supervisors of home visitors working families experiencing domestic violence
- [Home Visitor Reference Sheet](#) supports home visitors working with families experiencing domestic Violence

Chat Now



Get Help Is This Abuse? Healthy Relationships Resources Get Involved About Us Blog Donate 

When survivors are forced to stay in the home or in proximity to their abuser, it can create circumstances where their safety is compromised, and they may need to alter their safety plan.

For any victims and survivors who need support, we are here for you, 24/7. Call 1-800-799-7233 or if you're unable to speak safely, you can log onto thehotline.org or text LOVEIS to 22522.

You are not alone.



Access to
Support

GET HELP WITHOUT SAYING A WORD.

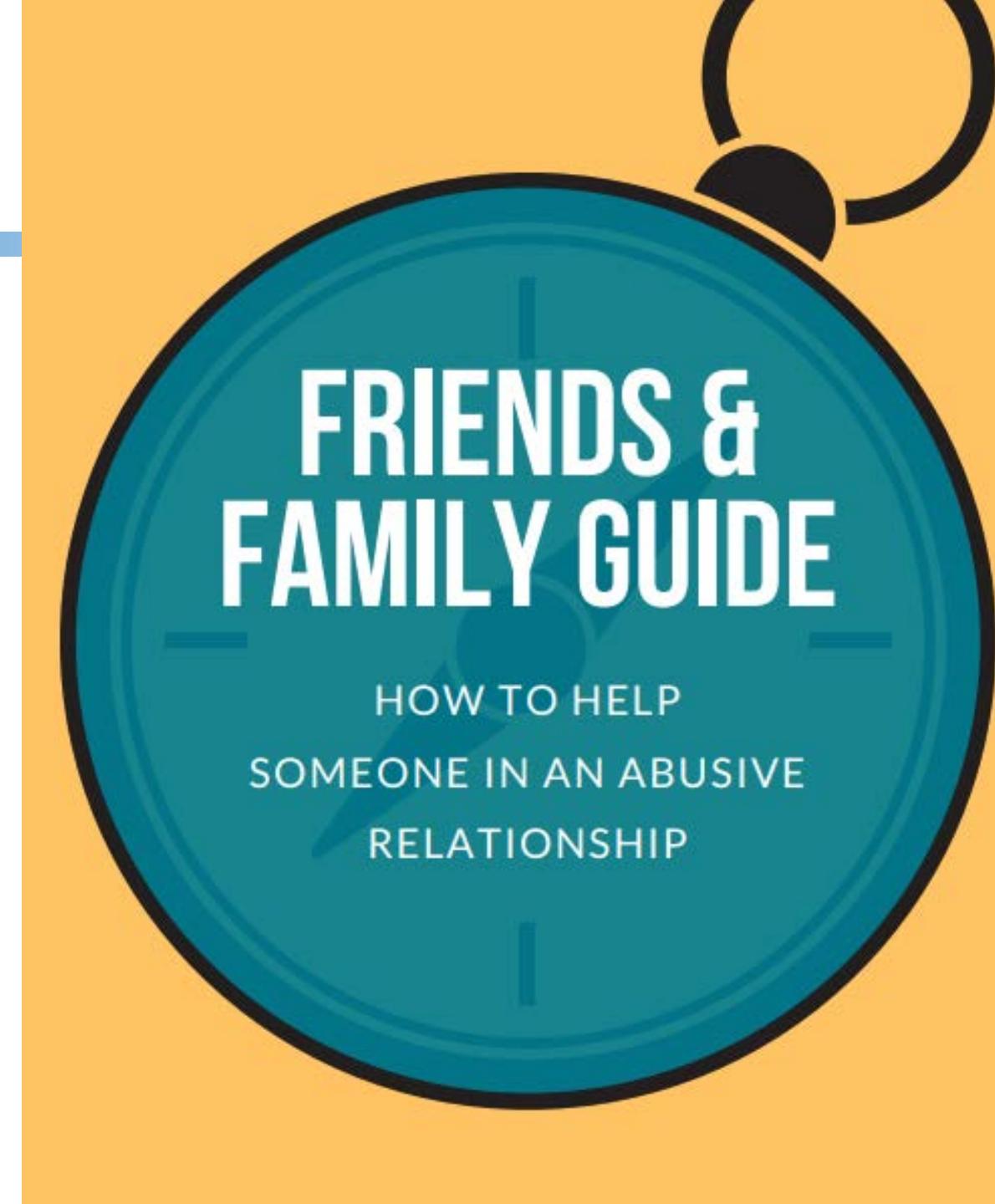
Online chat is available 24/7/365.

IPV Resources

[The National Domestic Violence Hotline](#) is available to support home visitors around the clock to obtain guidance on how to best support caregivers. Call 1-800-799-SAFE or [chat with their advocates here](#), or text LOVEIS to 22522. You can chat live, call, speak over 22 languages, problem solve/safer plan, and the [Deaf hotline](#) with video or text chat for survivors.

[RAINN - the National Sexual Assault Hotline](#) and some state hotlines offer 24/7 online chat and text messaging in English and Spanish, along with referrals to local services and advocacy for people reaching out for the first time.

[https://wscadv.org
/resources/friends
-family-guide/](https://wscadv.org/resources/friends-family-guide/)





A couple of things
to know about
Healthcare coverage
for Survivors and
Teens in WA



Nationally -- Health Coverage and Survivors of Domestic Violence

Apply at anytime - outside open enrollment!

- Only self-report as a domestic violence victim – no proof needed.
- Apply and receive coverage separate from their spouse/partner.
- [Handout on wscadv.org](https://www.wscadv.org) or <https://www.hca.wa.gov/assets/free-or-low-cost/22-330.pdf>
- Work with a Navigator or Tribal Assister

Providing Healthcare to Minors under WA Law**

Parent/Guardian **CONSENT** or **NOTIFICATION** is **not needed** for services to minors.

Any age:

- Birth control services
- Abortion services
- Prenatal care services

14 and older

Sexually transmitted disease testing/treatment
(including HIV testing/treatment)

**See [Handout](#): Providing healthcare to minors under Washington law: A summary of health care services that can be provided to minors with parental consent.

A graphic of a network graph with numerous light gray circular nodes connected by a web of orange lines. Overlaid on this graph is the text "staying connected is one of the most helpful things you can do" in a bold, black, sans-serif font.

**staying
connected is
one of the most
helpful things
you can do**

Staying connected with caregivers experiencing violence is vital

“In some ways, checking in is easier than ever right now, since everyone wants to see how people are feeling as we weather the coronavirus pandemic together. We can still chat online, pick up the phone, call one another, and by doing so, we can all potentially be a lifeline to a survivor.”

--Kelly Starr, Managing Director for Public Affairs, WSCADV

Thank you!
Contact us!

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rebeccalevenson.com



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If anyone else from your program attended this webinar – please let us know! laurel@wscadv.org