

# **Palm Beach County Sexual Assault Response Team (SART)**

## **Protocol for 211**

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*The primary objectives of the SART are to improve the treatment of survivors, case outcomes, efficiency and protection of the community by creating a victim centered response.*

The primary objectives of the 211 hotline to answer the violent crime hotline on a 24 hours basis, to provide emergency crisis counseling, address the callers immediate needs, provide an assessment and make the appropriate referrals for survivors of sexual assault.

When law enforcement and hospitals call for assistance, 211 will dispatch the on call advocate to respond.

The following protocol has been developed by PBC SART members:

### **Recommended Protocol for 211 –**

#### **A. When caller is Law Enforcement or Hospital**

1. During regular business hours, refer call to the appropriate office. If you need to stay on for training purposes, please advise the advocate and the advocate will ask the victim for permission.
2. After hours, weekends, holidays, use the following procedures:
  - a. Obtain the caller's name, summary of situation and best call back number.
  - b. If a rape exam is needed, advise caller that the new forensic rape exam site called **The Butterfly House**, located at Wellington Regional Medical Center, is now available for client exams and interviews.
  - c. Advise caller that the crisis field response advocate will call them back and confirm the meeting arrangements.
  - d. Refer to the "crisis field response" schedule. If shift advocate is scheduled, call work number first and then cell. If backup or duty supervisor is needed, first call cell number.
  - e. If no answer on cell, leave a message stating you are trying to reach the person and will try their home.
  - f. If no response **within 10 minutes**, call the duty supervisor immediately and provide information about the caller's request.

**B. When caller is a primary or secondary victim**

1. Answer the hotline within three rings: "Rape Crisis Violent Crime Hotline, how may I help you?"
2. Do not transfer caller to another number, place caller on hold, nor ask caller to call back.
3. Assure caller that our work with victims of sexual assault is confidential.
4. Try to gather as much information from caller.
  - a. Obtain callers name and date of birth.
  - b. Summary of situation.
  - c. Best call back number.
5. Obtain the following information:
  - a. Are they in a safe location?
  - b. Obtain Address of caller's location.
  - c. Are there non offending family/friends with caller?
  - d. Determine immediate needs.
    - Medical attention.
    - Assistance to call 911.
    - Option of a forensic rape exam
    - Provide information about the forensic exam site at WRMC.
    - Nearest hospital options.
6. If caller needs assistance, use another line to contact the appropriate agencies for caller, law enforcement, victim advocate and or medical care.
  - a. Advise caller that an advocate from Victim Services Rape Crisis Center will meet them at **The Butterfly House**, the forensic exam site at Wellington Regional Medical Center (WRMC) or nearest hospital for medical care.
7. If caller is in a safe location and does not need medical care, continue to provide over the phone crisis intervention and provide referrals if appropriate.
8. Discuss options for follow-up services available to caller.
9. If caller refuses further services, and/or declines to report to law enforcement, advise the caller that he or she may contact the hotline at anytime. Caller may also contact the forensic exam site at WRMC for additional services. Provide the number to the appropriate office.

**C. Options available to Victim:**

1. Contact law enforcement to make a report.
2. Meet an Advocate at **The Butterfly House**, the forensic exam site at WRMC, and request an exam with or without filing a report with law enforcement at no cost to the victim.
3. Go to a Victim Services office for follow-up services, including additional crisis counseling, therapy, coordination for medical care and any additional services needed.