# I & R / Policies & Procedures

## Rape {St.Francis} / 2-1-1 {Homeless} / Elder Care {Aps}

## Domestic Violence/ Child Abuse / Human Trafficking

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**\*VIP: Trainees need NOT memorize these resources, but know HOW To locate and make use of these resources.**

PURPOSE:

* Introduce trainees to the various I & R resources available within our organization.
* Explain how providing new referrals MUST be forwarded to the Director for approval and we are to NEVER give referral that is NOT in our database.
* Introduce trainees to our various Back Up Workers and their *specific* roles, being certain to clearly separate one from another.
* Further explain details and procedures regarding calls surrounding Child Abuse, Adult Protective Services, Saint Francis Rape Center, Homeless Issues (2-1-1),
* Explain the overall process involved surrounding rape and sexual abuse and honoring the Agencys requests in NOT engaging with the caller, **UNLESS** the caller is reluctant and / or unwilling to speak with the St. Francis Back Up Worker.
* **Reinforce that no phone numbers are to EVER leave the office and no one is permitted to make outside calls without approval of our CONTACT back up worker.**
  + This includes calls to the police department unless your own safety is in question.
* Express the importance of NOT sharing information **INCLUDING members of** **Law Enforcement**, and the proper protocol to follow.
* Introduce trainees to the epidemic of Human Trafficking and how to identify such a situation if required. Instruct and provide instructions on policies and procedures to follow when needed.
* Educate on Domestic Violence and various situations which may be encountered on that helpline. Provide required resources for victims in need of assistance
* Educate trainees to the numerous procedures and policies of the CONTACT organization and discuss in detail when needed.

## **This session will prepare trainees for their upcoming Apprenticeship**

OBJECTIVE:

* Provide trainees with pamphlets and handouts from various CONTACT APPROVED Community agencies as well as helpful Computer Link resources.
* Through virtual interface, introduce HST’s to CONTACT’s current I-Carol Referral Computer Program and provide HST’s hands-on access to allow them to maneuver and become acquainted with our information & referral services and computer program

GOALS:

* Become familiar with Resources introduced,(especially our most frequently used), Procedures & Policies and demonstrate ability to understand, follow and enforce all.
* HST’S will understand procedures necessary for a smooth phone room operation.
* HST’S will understand the CONTACT support system and how it works.
* Distinguish between a true request for a referral, versus a “*disguised*” need to talk.
* Appreciate the importance of listening AND timing when giving a referral.