**OVERALL Information and Referrals [I&R]:**

CONTACT has access to the IRIS Information & Referral Database which contains ALL Information and Referrals [I&R] supported by CONTACT. With this Database, a Crisis Hotline Specialist is permitted to give a caller ANY of the many referrals listed in our computer, which have been approved by our Executive Director.

*[Training on the IRIS Database will be held separately in the CONTACT office, once a Trainee has been promoted to Apprenticeship]*

Phone workers are **NEVER** permitted to give a Referral that is **NOT specifically included in our database or CONTACT approved.**

***If* you have a referral that you would like to have included in the database it must first be approved by the Executive Director.**

**Crisis Situation: DOMESTIC VIOLENCE**

If a call is received from a caller regarding Domestic Violence, the Crisis Hotline Specialist is to take the following steps:

1. **ALWAYS access the caller's SAFETY**

**If the Caller feels threatened:**

1. The Crisis Hotline Specialist is to instruct the caller to hang up and call 9-1-1- **IMMEDIATELY**

**If the caller is SAFE at the time of the call:**

1. Utilize your Active Listening Skills and convey empathy and create a connection.
2. DO NOT JUDGE the abused OR abuser.
3. Use FEELINGS [NOT advice] to help the caller understand and see on their **OWN**, the magnitude of their situation to help them clearly regain focus.
4. Providence House/ Catholic Charities (800-246-8910) is the appropriate referral that should be given.