

Safe Helpline

SAAPM Outreach Toolkit 2020

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Introduction

April 2020 is Sexual Assault Awareness and Prevention Month (SAAPM)! You work hard all year long to provide your community with valuable information about sexual assault, and locally focused activities during this month offer an excellent opportunity to extend those messages.

Due to the COVID-19 public health crisis, many SHARP and SAPR teams are working remotely. Safe Helpline is dedicated to offering you accessible ways to include Safe Helpline into your SAAPM programming this year.



To help with your efforts, Safe Helpline has created a Safe Helpline SAAPM Outreach Toolkit. This easy-to-use toolkit will help you to share information about Safe Helpline with your community. This toolkit is a one-stop shop for all of your Safe Helpline communication needs. For example: use the background information to introduce Safe Helpline to other sexual assault service providers on base, such as chaplains, medical professionals, legal counsel, and military police; use the sample newsletter articles to incorporate Safe Helpline in your regular base emails or print newsletters; and spread awareness about Safe Helpline on your social media accounts. Additional talking points and marketing materials can be adapted to fit your needs.

This toolkit contains:

- Tips on how to talk about Safe Helpline
- Tips on how to engage your base or installation leadership
- Information about Safe Helpline promotional materials
- Sample social media posts for Twitter, Facebook, and Instagram

safehelpline.org

Sample newsletter articles



About Safe Helpline

Since 2011, Safe Helpline has supported the Department of Defense (DoD) Sexual Assault Prevention and Response (SAPR) programs. It is operated by RAINN (Rape, Abuse & Incest National Network), the nation's largest anti-sexual violence organization, through a contract with the DoD Sexual Assault Prevention and Response Office (SAPRO). Safe Helpline provides anonymous, live, one-on-one specialized support, information, and resources to help empower sexual assault survivors in the DoD community as they take the next steps in their healing process. Safe Helpline services are available worldwide, 24/7—ensuring access to help, anytime, anywhere.

Safe Helpline was created to meet the unique needs of survivors in the DoD who may have challenges accessing support because of operational, geographic, and other constraints. The anonymous nature of Safe Helpline services ensures that Safe Helpline is a key source of support for Service members who might not otherwise reach out for help through military channels, and can be the first step in the reporting process. Safe Helpline is a reliable and trusted resource for members of the DoD community, including Sexual Assault Response Coordinators (SARCs) and Sexual Assault Prevention and Response (SAPR) Victim Advocates (VAs) wishing to connect survivors with additional resources, and is a safe and confidential space for friends, family members, co-workers, military leaders, and responders seeking information and tools to better support the survivors in their lives.

Safe Helpline serves:

- Adult Service members in the Active Duty, National Guard, and Reserve Components, the Coast Guard, and their dependents 18 years of age and older.
- DoD civilian employees and their family dependents 18 years of age and older when they are stationed or performing duties outside of the United States.
- U.S. citizen DoD contractor personnel when they are authorized to accompany Armed Forces in a contingency operation outside of the continental United States (OCONUS) and their U.S. citizen employees.
- Service members transitioning out of the military looking for specialized information, resources, and support.
- Friends, family members, and spouses of survivors.
- Commanders and military leaders at all levels seeking information.
- SARCs, SAPR VAs, and other responders working with survivors.

Safe Helpline also operates as the DoD's Prison Rape Elimination Act (PREA) Hotline for all Military Correctional Facilities.









Safe Helpline Services

Safe Helpline has a number of anonymous services to help support sexual assault survivors directly, as well as to assist SARCs and SAPR VAs working with survivors in your community.



Telephone Helpline

Speak directly with a Safe Helpline staff member over the phone, 24/7, for confidential support, information, and resources by calling 877-995-5247.



Online Helpline

Access one-on-one, anonymous, and secure support with a staff member through Safe Helpline's online chat portal at www.safehelpline.org/online.



Safe HelpRoom

Connect with and support other survivors of sexual assault through Safe Helpline's anonymous group chat service, in a moderated, secure online environment 24/7 at http://www.safehelproom.org/. Sessions just for men are also available every Sunday from 1300-1500 ET.



Self-Paced Educational Programs

Learn more about issues related to sexual assault, the services Safe Helpline offers, and how to support a friend or loved one with Safe Helpline's guided educational programs. All programs can be completed anonymously, and approved courses are available for D-SAACP credit.

www.safehelpline.org/education



Responders Near Me

Find information about military and civilian responders and resources near you with the Safe Helpline Responder Database, anytime, anywhere through the website, via text, and on the Safe Helpline app using your zip code or installation name.



Safe Helpline App

Create a personalized self-care plan and access self-care exercises as well as the other Safe Helpline services with an easy-to-use mobile app. Download the app for free on the App Store and Google Play











Safe Helpline Staff

Who are Safe Helpline staff?

Safe Helpline is made up of approximately 60 professionals from a variety of backgrounds who all share a passion to support survivors of sexual assault in the DoD community. Before a Safe Helpline staff member is able to begin taking calls and chats they must be cleared by a licensed clinician (licensed social worker, counselor, etc.) to ensure they are ready to support survivors. All Safe Helpline staff are able to keep communication between a survivor and Safe Helpline staff as privileged information in cases arising under the Uniform Code of Military Justice, per Executive Order 13696.

How are Safe Helpline staff trained?

All Safe Helpline staff complete more than 60 hours of extensive, trauma-informed training according to National Organization for Victim Assistance (NOVA) guidelines. All Safe Helpline staff receive enough training to be certified through the National Advocate Credentialing Program, which is the civilian equivalent to the DoD Sexual Assault Advocate Credentialing Program (D-SAACP) that certifies SARCs and SAPR VAs.

The training covers:

- Active listening & empathy
- Crisis intervention
- How to talk to survivors
- · Neurobiology of trauma
- Military culture & traditions
- Reporting options and military specifics resources

Are Safe Helpline staff trained to support military personnel?

Safe Helpline staff receive specialized training to provide support and resources to military communities. The training curriculum was developed with oversight and information from DoD SAPRO and all of the individual Service Sexual Assault Prevention and Response offices.

The military specific training covers:

- Effective responses to the needs of sexual assault survivors who are affiliated with the military.
- Knowledge about military systems, protocols, and culture to improve services to sexual assault survivors who are affiliated with the military.
- A thorough understanding of on-base resources including SARCs, SAPR VAs, and Special Victims' Counsel/Victims Legal Counsel (SVC/VLC), as well as other responders.
- Adapting service delivery to support callers from military installations throughout the United States, as well as overseas.









User Safety and Anonymity

Does Safe Helpline ask any prerequisite or screening questions of visitors?

No, Safe Helpline does not screen users who access services. Safe Helpline staff never ask questions about Service or rank, or for any identifying information. The only questions staff routinely ask during every session is during an initial safety check and review some basic protocol including:

- Checking in around physical safety
- Reviewing what to do if the chat/call is disconnected
- Addressing any computer safety or privacy concerns

What will happen if a user shares personal information with Safe Helpline staff?

To maintain anonymity, if a user starts to share personally identifying information (PII) with staff, they'll kindly be reminded that Safe Helpline does not require any personal information to support a visitor's needs. Safe Helpline staff are able to keep communication as privileged information in cases arising under the Uniform Code of Military Justice, per Executive Order 13696.

No PII shared this way will ever be documented or recorded. However, if a user shares information that falls under one of the exceptions to confidentiality, a Safe Helpline staff member may be required by law to file a mandatory report. In the event that this occurs, staff is trained to explain what mandatory reporting means and will support the user through the process. A mandatory report may be necessary if users disclose one of the following situations: threats to harm others; exhibits suicidal ideation; or neglect and abuse of a child, disabled individual, or the elderly.

How does Safe Helpline remain anonymous?

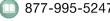
All Safe Helpline services are completely anonymous and confidential. Safe Helpline built all technology platforms to ensure Safe Helpline remains a completely anonymous service for users.

- Safe Helpline never logs a user's IP address, ensuring that sessions cannot be traced back to users.
- Safe Helpline does not save session transcripts.
- All data is encrypted ensuring that messages cannot be intercepted and read in transit.
- Users are anonymous. RAINN's technology platform relies on routing methods that anonymize the connection between users and the staff members.









SHARE Safe Helpline

There are a number of easy ways to spread information about DoD Safe Helpline:

- Safe Helpline promotional materials
- Social media copy and graphics
- Newsletter announcements

The following outreach content and ideas have all been approved for use by the Department of Defense Sexual Assault Prevention and Response Office. However, please ensure that you also receive any necessary approvals from your Service and base leadership prior to posting or using the following materials.









Promotional Materials

Share the Safe Helpline Video

The "Faces of Safe Helpline" video provides a behind-the-scenes look at Safe Helpline. Interviews with Safe Helpline staff members help survivors better understand who is on the other end of the line. The video showcases the anonymous and confidential support offered by Safe Helpline, as well as the personalized approach staff members take in helping survivors.

30-second video: PSA style video, provides a snapshot of Safe Helpline services. https://www.youtube.com/watch?v=13DWjhwkRaw&feature=youtu.be

45- second video: Safe Helpline video featuring staff speaking directly to viewers about Safe Helpline services and what it means to get help.

https://www.youtube.com/watch?v=Xihv80rQfSA&feature=youtu.be

60-second video: Full-length video provides an overview of Safe Helpline narrated by staff and scenes of where Safe Helpline staff work.

https://www.youtube.com/watch?v=1U79114cVxU&feature=youtu.be

Stakeholders can share the Faces of Safe Helpline video on social media, play it for commands, or post it on their SAPR office website.

The video is available in three lengths on YouTube. To receive a copy of the videos, please email outreach@safehelpline.org.



Safe Helpline Email Signature

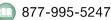
SARCs, SAPR VAs, and other stakeholders are encouraged to incorporate Safe Helpline into their email signature to help spread awareness of Safe Helpline with those you work with. Please consider using the following text:

- Safe Helpline offers free, anonymous support to survivors of sexual assault in the DoD community, 24 hours a day, 7 days a week. Learn more at SafeHelpline.org.
- No matter where you are, Safe Helpline can connect you to the resources you deserve after experiencing an assault. Call 877-995-5247 or visit SafeHelpline.org.
- Need to talk? Survivors of sexual assault in the DoD community can access specialized support at SafeHelpline.org or by calling 877-995-5247.









Promotional Materials

Download Web Banners

Many Service members bookmark the base/installation website homepage to find general information on events or available resources. By including Safe Helpline on your homepage, it makes it easier for a Service member to access sexual assault support through Safe Helpline. You can download a variety of web banners here: http://shop.safehelpline.org/webbanners.

Posting Ideas:

- Download an image and work with the base/installation IT department to make Safe Helpline information the screen saver or wallpaper for public computers on base.
- Work with the base/installation IT department to embed the image and Safe Helpline link directly into your website.



Use the Safe Helpline PowerPoint Presentation

The Safe Helpline PowerPoint presentation is a DoD SAPRO-approved presentation that can be used to brief stakeholders or Service members on your base or installation. The presentation includes:

- Ways Safe Helpline staff support survivors, friends and family members of survivors, and responders.
- How Safe Helpline ensures services are anonymous and confidential, and what that means for survivors utilizing the services.
- Videos and demonstrations on tools Safe Helpline has created to ensure survivors have a number of ways to access support.
- How Safe Helpline services integrate and work with existing SAPR/SHARP services.

You can download the PowerPoint presentation here: http://shop.safehelpline.org/store/p/39-Safe-Helpline-PowerPoint-Presentation.aspx.

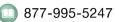
safehelpline.org











Social Media

Share Safe Helpline Social Media Content

Retweet RAINN's Safe Helpline-related tweets on Twitter! RAINN's Twitter handle is @RAINN. Or you can use your own social media platforms to connect with your community about Safe Helpline.

You can also attach images to your posts by downloading them for free from the <u>Safe Helpline Store</u>.





The following social media content has been approved for use by DoD SAPRO. However, please ensure that you also receive any necessary approvals from your Service and base leadership prior to posting.

Twitter:

- You call, #DoDSafeHelpline answers. Dial 877-995-5247 for 24/7 confidential sexual assault support and resources tailored to meet the needs of the DoD community. @RAINN
- You are not alone, Safe HelpRoom is here. Join the conversation and connect with other military survivors of sexual assault and in a safe, secure, and anonymous online forum at <u>SafeHelpline.org/safe-helproom</u> #DoDSafeHelpline @RAINN
- No matter where you are, #DoDSafeHelpline can connect survivors of sexual assault to the resources they deserve. Find resources on or off base at <u>SafeHelpline.org/nearme</u>
 @RAINN











Social Media

Twitter continued:

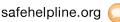
- Need to talk? If you are a survivor of sexual assault, you can get specialized support at safehelpline.org or by calling 877-995-5247. #DoDSafeHelpline @RAINN
- #DoDSafeHelpline is an anonymous support service for sexual assault survivors in the military.
 We don't need to know who you are to get you the help you deserve. Learn more at safehelpline.org @RAINN
- Being a survivor of sexual assault and transitioning out of the military can be difficult. With #DoDSafeHelpline, you can connect with both military and civilian resources to help you through the process. Connect now: <u>SafeHelpline.org/tsm-overview</u>@RAINN

Facebook/ Instagram:

Consider attaching the Safe Helpline images to your posts for additional outreach or incorporate #DoDSafeHelpline into your posts. You can tag RAINN in your posts, too! Instagram: @RAINN,

Facebook: @RAINN01

- Be Available. Be Supportive. Be Informed. Learn How to Support a Survivor in the DoD community at <u>SafeHelpline.org</u> #DoDSafeHelpline (Facebook: @RAINN01/ Instagram: @RAINN)
- #DoDSafeHelpline 's Self-Paced Educational Programs were created specifically with military survivors of sexual assault, DoD families, and service providers in mind. Visit <u>SafeHelpline.org/education</u> for more information. (Facebook: @RAINN01/ Instagram: @RAINN)
- Are you familiar with all the ways survivors in the DoD community can access support through #DoDSafeHelpline? Hint: It's not just through the phone. Learn more about how Safe Helpline can help at <u>SafeHelpline.org</u> (Facebook: @RAINN01/ Instagram: @RAINN)
- Be Available. Be Supportive. Be Informed. Learn How to Support a Survivor in the DoD community at <u>SafeHelpline.org</u> #DoDSafeHelpline (Facebook: @RAINN01/ Instagram: @RAINN)
- Survivors of sexual assault in the military can get free, anonymous, support from anywhere in the world, 24/7 with the Safe Helpline App. It's free and available for download on the <u>App Store</u> and <u>Google Play</u> #DoDSafeHelpline (Facebook: @RAINN01/ Instagram: @RAINN)

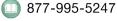












Need to talk?

safehelpline.org | 877-995-5247

Graphics

The graphics below have been approved for use by DoD SAPRO. However, please ensure that you also receive any necessary approvals from your Service and base leadership prior to posting. The graphics below may be downloaded at safehelpline.org/outreachtools.

















Consider using a newsletter announcement to talk about Safe Helpline. The sample newsletter articles below have been approved for use by DoD SAPRO. However, please ensure that you also receive any necessary approvals from your Service and base leadership prior to posting.

Sample Newsletter Option 1:

Safe Helpline Supports Survivors Today and Everyday

Every April, DoD Safe Helpline recognizes Sexual Assault Awareness and Prevention Month (SAAPM). Though Safe Helpline serves the needs of survivors, their loved ones, and stakeholders every day, it is important to take time to reflect on the ways Safe Helpline provides support and resources to aid in the healing journey of military-affiliated survivors worldwide.

Safe Helpline staff have been assisting survivors, their loved ones, and military stakeholders since launching in 2011. "We're here to support survivors at every stage of their healing process. Whether you are looking for resources or just to talk, Safe Helpline staff are here for you," says Dave Ring, Safe Helpline's program director.

How Does Safe Helpline Address the Needs of Military Survivors?

Safe Helpline was created to address the unique needs of those in the DoD community who have been affected by sexual assault. Some of these needs include privacy concerns, fears of retaliation, and geographic isolation due to deployment or separation from family members. Due to these unique barriers, survivors may be hesitant to reach out to responders on base and choose to connect with Safe Helpline for anonymous and confidential support before reporting or disclosing their assault. In fact, more than half of those contacting Safe Helpline have not yet reported to military authorities and Safe Helpline is the first step on the path to healing.

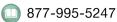
Safe Helpline uses an empowerment-focused approach that works to meet each survivor's needs in that moment to aid their individual healing journey. Safe Helpline staff are here to listen to each user, validate and normalize their emotions, and help brainstorm and problem solve with them to address their concerns. "We believe survivors are the best judge of what next steps are right for them," says Ring. "Our role is to provide the support, information and resources so that each survivor can make that decision about how to move forward."

If you would like to connect with a Safe Helpline staff member for one-on-one support, please call 877-995-5247 or visit www.SafeHelpline.org.









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Peer-to-Peer Support Through Safe HelpRoom

It is important for survivors to have the option to connect with one another online in safe ways. That is why Safe Helpline designed Safe HelpRoom, an online, moderated, peer-to-peer group chat service that provides a space for survivors to share their experiences while protecting their anonymity and privacy. Connecting with others in the DoD community who have been affected by sexual assault can often reduce feelings of isolation and shame for survivors.

Safe HelpRoom is operated 24/7 and moderated by Safe Helpline staff. If you are interested in connecting to Safe HelpRoom, please visit <u>SafeHelpline.org/safe-helproom</u>.

Safe Helpline launched in February 2011 and is operated by SAPRO through a contract with RAINN (the Rape, Abuse, and Incest National Network), the nation's largest anti-sexual violence organization. DoD SAPRO is responsible for the policy and oversight of the Department's sexual assault prevention and response program. SAPRO works hand-in-hand with the Services and the civilian community to develop and implement innovative prevention and response programs.

For more information about Safe Helpline and the services it offers, please visit https://www.sapr.mil/ or www.SafeHelpline.org.









Sample Newsletter Option 2:

Family & Friends: Support Makes a Difference Abridged Article

If a survivor comes to you after an assault, you may not know what to say, how best to provide support, or what resources are available. That is why this Sexual Assault Awareness and Prevention Month (SAAPM), Safe Helpline is focused on sharing information and ways to support the survivors in your life.

What Can I Say?

The reaction to a disclosure of sexual assault can impact the healing process for a survivor. Though there is no "right" thing to say, having an empathetic approach can make all the difference. Using the phrases and questions below when a survivor discloses to you may be helpful.

"I'm sorry this happened to you. Do you want to talk about it?"

"It is not your fault"

"You are not alone. Can I connect you to a trusted resource that can help?"

Read about other ways to talk with a survivor in the DoD community here.

Understanding the Unique Needs of Survivors in the DoD Community

It is important for friends, family, and other supporters to understand the unique needs and barriers that survivors in the DoD community may face after a sexual assault including privacy concerns, fears of retaliation, and geographic isolation. Survivors in the DoD community often feel comfortable accessing Safe Helpline because interactions with our staff are secure, anonymous, and confidential. Learn more about how Safe Helpline ensures privacy, anonymity, and confidentiality here.

Self-Care

Allowing yourself time for self-care enables you to provide better support to the survivors of sexual assault in your life. Make time for yourself to relax and try to maintain your normal schedule. Should you need to reach out for support, Safe Helpline resources are always available to friends, family, and loved ones of survivors in the DoD community. Connect with Safe Helpline at 877-995-5247 or at SafeHelpline.org.









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For more information about Safe Helpline and the services it offers, please visit https://www.sapr.mil/ or www.safehelpline.org.









Sample Newsletter Option 3:

Family & Friends: Support Makes a Difference **Full Article**

If a survivor comes to you after an assault, you may not know what to say, how best to provide support, or what resources are available. That is why this Sexual Assault Awareness and Prevention Month (SAAPM), Safe Helpline is focused on sharing information and ways to support the survivors in your life.

What Can I Say?

The reaction to a disclosure of sexual assault can impact the healing process for a survivor. Though there is no "right" thing to say, having an empathetic approach can make all the difference. Using the phrases and questions below when a survivor discloses to you may be helpful.

"I'm sorry this happened to you. Do you want to talk about it?" It is important to listen to a survivor and allow them to share what happened to them on their own terms.

"It is not your fault"

Sexual assault or abuse is never a survivor's fault. It is important to remind survivors that reactions such as freezing or not fighting back often occur during a traumatic event. This does not mean that the survivor wanted it to happen or that they could have prevented the assault.

"You are not alone. Can I connect you to a trusted resource that can help?"

Remind the survivor that you are there for them and present the option to connect them with Safe Helpline for support and access to resources. You can let the survivor know that Safe Helpline is a confidential, secure, and anonymous resource for those in the DoD community affected by sexual assault. Remember to respect their decision whether or not they want to pursue resources.

Read about other ways to talk with a survivor in the DoD community <u>here.</u>

Understanding the Unique Needs of Survivors in the DoD Community

It is important for friends, family, and other supporters to understand the unique needs and barriers that survivors in the DoD community may face after a sexual assault including privacy concerns, fears of retaliation, and geographic isolation.









Survivors in the DoD community are often worried about their privacy and confidentiality when considering making a report or accessing resources. This is particularly a concern on small bases where survivors may be concerned about their privacy and confidentiality or where someone's role as a Sexual Assault Response Coordinator (SARC) or Sexual Assault Prevention and Response Victim Advocate (SAPR VA) may be well-known. Survivors in the DoD community often feel comfortable accessing Safe Helpline because interactions with our staff are secure, anonymous, and confidential. Learn more about how Safe Helpline ensures privacy, anonymity, and confidentiality here.

Fear of retaliation after reporting a sexual assault can be as traumatic for a survivor as the actual assault. Retaliation may include reprisal, ostracism, or maltreatment. Some survivors fear their career will be negatively impacted if they choose to disclose details of their assault to anyone on base or if they decide to make a restricted or unrestricted report to military authorities. Safe Helpline staff are trained to discuss concerns of retaliation and help explore different resources that can provide assistance. Learn more about fears of retaliation after a sexual assault here.

Members of the DoD community can often be geographically distant from their support system. For survivors of sexual assault, this distance may be isolating. It is important to check on and provide support to the survivors in your life, regardless of geographic distance. Making time for a phone call or sending a text message with supporting words can go a long way. One way that Safe Helpline aims to reduce geographic barriers is by operating services worldwide, 24/7/365. Safe Helpline is available for survivors in need anytime, anywhere.

Learn about all the ways to connect with Safe Helpline here.

Self-Care

Allowing yourself time for self-care enables you to provide better support to the survivors of sexual assault in your life.

Make time for yourself

Be mindful of vicarious trauma, the emotional fatigue that caregivers may experience when working with survivors of trauma. It can be important to take a step back and make time for yourself to recuperate from vicarious trauma. Maintaining your normal schedule and continuing to participate in your hobbies can help. Taking care of yourself also helps you continue to be emotionally available for, and supportive of, the survivor in your life.









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Relax

Relaxation looks different for everyone. The Safe Helpline app is a free mobile resource with PIN-protected journal prompts, relaxation exercises, and a digital coloring book! The app allows the user to create an individualized self-care plan as well. Download the Safe Helpline app on the App Store or Google Play today!

Reach out for help

Safe Helpline resources are always available to friends, family, and loved ones of survivors in the DoD community. On the Telephone and Online Helplines, Safe Helpline staff can help you brainstorm ways to support the survivor in your life. In addition, Safe Helpline's How to Support A Survivor self-paced program contains useful tools for friends and family members to support the recovery of a survivor in the DoD community. Connect with Safe Helpline at 877-995-5247 or at SafeHelpline.org.

Thank you for all you do to support survivors in the DoD community in your life. You make a difference.

Safe Helpline launched in February 2011 and is operated by SAPRO through a contract with RAINN (the Rape, Abuse, and Incest National Network), the nation's largest anti-sexual violence organization. DoD SAPRO is responsible for the policy and oversight of the Department's sexual assault prevention and response program. SAPRO works hand-in-hand with the Services and the civilian community to develop and implement innovative prevention and response programs.

For more information about Safe Helpline and the services it offers, please visit https://www.sapr.mil/ or www.safehelpline.org.







Thank You

Thank you for including Safe Helpline as part of your Sexual Assault Awareness and Prevention Month programing! Please remember to tag RAINN and use #DoDSafeHelpline on social media all year long!

Safe Helpline representatives are available to virtually support your events throughout SAAPM. If you would like Safe Helpline to provide a webinar or participate virtually in an event you are hosting, please email outreach@safehelpline.org with details.

In addition, if you are interested in ways to incorporate Safe Helpline into your work throughout the year, want to leave feedback, or would like to share photos with Safe Helpline, please contact outreach@safehelpline.org.





