

THE STATE OF NEW HAMPSHIRE



**GOVERNOR'S COMMISSION ON
DOMESTIC VIOLENCE**

**VICTIM SERVICES:
DOMESTIC VIOLENCE PROTOCOL**

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**Prepared by the
Governor's Commission on Domestic Violence**

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TABLE OF CONTENTS

INTRODUCTION AND STATEMENT OF PURPOSE	1
SCOPE OF PROTOCOL	1
SERVICES	1
CRISIS LINE	1
EMERGENCY SHELTER/SAFE HOMES	1
COURT ADVOCACY	2
PEER SUPPORT	2
INFORMATION	2
CHILD ADVOCACY	2
CLIENT RIGHTS & STATEMENT OF PHILOSOPHY	2
STATEMENT OF PHILOSOPHY	3
CONFIDENTIALITY AND PRIVILEGE	3
ELIGIBILITY FOR SERVICES	
SHELTER	3
LEGAL AND SOCIAL SERVICES ADVOCACY	4
SUPPORT GROUPS	4
CRISIS CALLS AND REFERRALS	4
SAFETY ISSUES	4
PERIMETER CONCERNS	4
INTERNAL CONCERNS	5
MOBILITY CONCERNS	5
ADMINISTRATION CONCERNS	5
APPENDIX – PROGRAM STANDARDS	

INTRODUCTION AND STATEMENT OF PURPOSE

In 1976, there were no available resources for victims of domestic violence, when a group of seacoast women, most of them formerly battered, decided to change the status quo: no shelter, no hot-line, few laws or other protection, and a lack of awareness about power and control issues in the battering relationship. In 1978 they started a hot-line service, offering support and what little information there was to give. They soon realized that a shelter was essential if they were truly going to provide an alternative to the abusive home setting. One year later they opened the first shelter for battered women in New Hampshire. Since then, 13 other groups working on domestic and/or sexual violence have formed around the state. Several laws (see Appendix) have been passed and awareness training has been presented to a wide variety of groups, including court personnel and police forces. Countless lives have been saved, figuratively and literally, because of the efforts of dedicated women who recognized the issues of domestic violence almost twenty years ago.

In order to avoid duplicated services and to make sure that all areas of the state were covered by a service provider, the groups joined together and formed a network, called the **New Hampshire Coalition Against Domestic and Sexual Violence (NHCADSV)**. The Coalition became a conduit to distribute state and federal funds to the various crisis centers (service providers). More money has become available, as realization of the scope and significance of the problem has grown. The coalition works hard to keep in mind the needs of different communities when distributing funds. Demonstration of accountability became important for the acquisition of funds and to guarantee quality of service. As a result, the Coalition monitors every crisis center, using the Program Standards created by the member groups and the advisory board (see Appendix).

SCOPE OF PROTOCOL

The purpose of the victim services protocol is to act as a guideline. All thoughts included herein are by way of recommendations, rather than rules. However, many years of service have tested these ideas and therefore, they should be given serious consideration. The Program Standards are an integral part of the protocol and should be given the same attention as the body of the protocol.

SERVICES

In keeping with the Program Standards of NHCADSV, the following services should be provided by every crisis center. Every area in the state should have access to these services. Given the constraints of funding, access may not always be immediate, but statewide planning should strive to achieve reasonable access for every community.

CRISIS LINE

Any service provider for domestic violence victims must have phone access and a system for service provision, especially shelter intake, available 24 hours a day.

EMERGENCY SHELTER/SAFE HOMES

Because of the great danger that is often present in cases of domestic violence, 24 hour access to a secure, temporary shelter is essential. Not every person with an abusive partner will need shelter, but it must be made available, because those who need it, need it immediately. It is often a matter of life and death. Requirements for acceptable shelter are written in the Program Standards.

COURT ADVOCACY

In order for the legal system to have an effective role preventing domestic violence, people need to avail themselves of the service. They need to understand the power and the limitations of petitioning the court. A victim advocate can take the time to explain forms and procedures, thus saving court personnel time and energy and making the process more efficient. If it is beneficial to the client, the advocate, through the crisis service, may assist in arranging for legal counsel. During a hearing or trial, the advocate can help to explain what is happening and provide a calming influence. After the proceedings, the advocate should explain the decision, what it means and any follow-up required. An advocate should be available for any court action necessary to enforce the original decision.

PEER SUPPORT

This should include a 24 hour crisis line, drop-in space and support groups. Since much of the battering in a relationship depends on the victim's sense of isolation and shame, it is important to counter these feelings. A crisis center should provide a place where people can gather to share and validate their experiences.

INFORMATION

Referral & Social Service Advocacy: Aside from the complex emotional issues, there are pragmatic barriers which prevent escape from an abusive relationship. These include, but are not limited to, custody of the children, housing, living expenses, health insurance and transportation. A crisis center must be able to provide information about varied resources which could be helpful to someone needing to start a new life.

CHILD ADVOCACY

Programs should be prepared to provide for the educational needs of child residents and appropriate space for play. All programs should provide information on non-violent discipline alternatives. Resource information on children's special needs should be readily available. Topics should include child sexual abuse, developmental disabilities, prenatal, health care and parenting skills.

CLIENT RIGHTS & STATEMENT OF PHILOSOPHY

CLIENT RIGHTS

As in all service-oriented work, providers must understand the rights of the people to whom they provide service. These are the rights we believe every battered person seeking help should insist upon. Below are the suggested policies of the New Hampshire Coalition Against Domestic and Sexual Violence.

The New Hampshire Coalition Against Domestic and Sexual Violence has a policy that all member groups make clear to those using services that they have certain rights. We follow this principle because we want to do a good and fair job of providing services.

Service users have the right to know and understand all rules of the organization which they are expected to follow.

Service users have the right to make their own decisions about their lives and behaviors, as long as it does not conflict with the rules and policies of the organization that is working with them and does not cause harm to others.

Service users have the right to see their own individual records.

Service users have the right to give suggestions or input on the program or services, have that input heard and to receive feedback.

If service users feel they have been treated unfairly or badly, they may take their complaint to the staff. If they do not get satisfaction, they have the right to contact the board of the crisis center.

Service users have a right to respectful treatment of confidential information.

STATEMENT OF PHILOSOPHY

We believe that the strength of our effort lies in the recognition that any one of us could be battered and that we, in doing this work, are not simply “do-gooders” out to save an unfortunate segment of society, but past or potential victims offering support to other victims who are struggling to believe in themselves. Some of the worst crippling that occurs to individuals is of their psyches. Most wounds can be bandaged and bruises heal in time, but a person who is told in words and through violent attack that she is worthless, incompetent and owes her life to her abuser, needs a very special kind of assistance. It is the kind of care that crisis centers and first responders should strive to make available. We must give voice to the fact that many people have experienced family violence, either personally or among family and friends. One important thing we can offer is a sense of connection so that people realize they are not alone in the struggle against violence and that they are not unreasonable in wanting to live in peace.

CONFIDENTIALITY AND PRIVILEGE

Information a person shares with a crisis center worker should be kept strictly confidential. Every service user, volunteer and staff person should agree to maintain confidentiality and should be required to read and sign a confidentiality statement (see appendix for sample form). There are many reasons for this, most being quite obvious.

One issue is safety. If any records are kept, they should be kept in a locked place. Many people would not seek our services if they were not assured that all information and conversations they share will be treated with utmost respect for their privacy. We are legally bound to confidential treatment of information, described in RSA 173-C (See Appendix). This law also gives battered women “privilege” when they are dealing with volunteer/staff members of an organization that meets the requirements of RSA-173-B. It is important that victims and providers understand the meaning and parameters of this law, who is covered by it and under what circumstances they are covered. If a client desires a worker to release information, the request must be as specific as possible and must be in writing.

The only situation where confidentiality can be broken is in cases of child abuse or neglect. In such a case, the child abuse reporting laws take precedence over domestic violence statutes. It is recommended that this be discussed with the client in the initial intake interview and again prior to filing a report. The client should be made aware of the consequences of a report and the role of the Division for Children, Youth and Families.

ELIGIBILITY FOR SERVICES

SHELTER

Shelter should be provided to victims in present danger. Providers that have shelters should restrict housing to women and children in the shelter. They should provide emergency shelter for male victims through hotels, host homes or other types of shelter, such as homeless shelters, always considering safety issues. Any person who feels threatened by a living situation and has no viable alternative, is appropriate for emergency shelter. Often a woman will have teenage children with her when she requires shelter. Different shelters have varying policies concerning the housing of older children, particularly if they are male. Male children frequently side with the abusive partner. Without thorough screening in this kind of situation, the other residents, as well as the crisis service workers and volunteers, could be in danger.

LEGAL AND SOCIAL SERVICE ADVOCACY

Regardless of whether a person is in immediate danger or requires shelter, other assistance should be made available. Advocacy is one of the major ways we can empower people and also provide them with much needed help and support. Advocacy involves the sharing of information, providing moral support and assisting with goal setting and planning.

SUPPORT GROUPS

Support groups should be open to community women who have experienced partner abuse, whether they are currently in the situation, have recently left, or the abuse was in the past (regardless of how long ago). If numbers allow, support groups could be formed around sibling abuse, elder abuse, for male victims etc. Support groups have shown themselves to be a valuable tool for dealing with isolation and a good mechanism for educating about the issues of battering in a relationship. We recommend that all shelter residents be required to attend support groups while they are in a shelter.

CRISIS CALLS AND REFERRALS

Workers should have a good knowledge of community resources and should be able to refer to the best organization for any needed service. Not every caller will be appropriate for services through the domestic violence provider, but every caller should be given helpful information and/or an appropriate referral.

SAFETY ISSUES

The nature of domestic violence requires written security procedures and policies for crisis services. They should cover the following: **Perimeter Concerns, Internal Concerns, Mobility Concerns, Administrative Concerns**

It is important to develop a working relationship with the law enforcement department in the town where the shelter is located. A member of the police department should be consulted and invited to your agency for security training and for addressing safety concerns.

Listed below are some general safety concerns and guidelines to consider when developing a safety plan for your agency.

PERIMETER CONCERNS

- Ideally, door entrances should be equipped with video cameras with monitor screens in the shelter office and/or at a central location in the shelter
- Doors should be locked at all times
- Agencies should be aware of the grounds and eliminate places where individuals could conceal themselves.
- Shelters should develop specific policies concerning how people are brought into the shelter and where cars are kept to maximize safety.

INTERNAL CONCERNS

- Create a safe space where staff and clients can escape, if an intrusion occurs.
- Include a security plan, as part of the shelter intake handout packet, outlining where to go and who to call in the case of an intrusion or other emergency.
- Be aware of and secure all potential areas of access to the facility, e.g. cellar doors and windows, balconies, etc.
- Staff working in the shelter should carry a trouble alarm on their person, centrally stationed with your local Police Department.
- Develop a plan to access the police, should the electricity go out and the phones go dead.
- Perimeter protection could be accomplished by a security system which includes contacts on windows and doors (sound or motion), control monitors and panic buttons.

MOBILITY CONCERNS

- Find the safest school for the child and make sure that the transferred records are sealed, so as not to reveal location of the shelter or the child. Make secure arrangements for transporting children between the shelter and the school. Make sure the school knows who may pick-up the child and under what conditions.
- A mobile phone should be made available to staff/volunteers who are transporting clients to appointments. Remember conversations on wireless phones are not confidential.
- When transporting clients, schedules and itineraries should be communicated to other staff and kept to as closely as possible.
- Area police agencies should be kept advised of any high risk resident being transported. Security escorts may be requested if appropriate.
- It is highly recommended that security procedures regarding routes of travel are not discussed with residents, other than in situations where this information is necessary for their immediate safety.

ADMINISTRATION CONCERNS

- A written policy and procedure manual should be provided to staff and a simplified procedure pamphlet to residents upon their arrival.
- Staff should be held accountable for following security procedures.
- The agency needs a policy for moving residents if they do not adhere to the security policies and procedures. This should be clear to the resident before they arrive at the shelter.
- The agency should have insurance (for the board, staff and volunteers), which includes, but is not limited to, professional liability, improper sexual conduct, auto and "directors and officers".
- The agency should screen potential volunteers and staff members for a history of violence.

APPENDIX A

PROGRAM STANDARDS

Compliance with the following standards is necessary of all programs receiving, or desirous of receiving, funding for direct services to victims of domestic and/or sexual violence through the New Hampshire Coalition Against Domestic & Sexual Violence (NHCADSV). All programs must submit to a program evaluation conducted by the Coalition staff. Failure to comply with these standards, as evidenced through the monitoring process, may result in the loss of future funding.

Neither the Coalition Board of Directors, nor its staff, is responsible for an individual program's compliance with these standards. The Coalition, its Board, and its staff are in no way liable for any damages or injuries resulting from an agency's non-compliance with these standards.

While the Coalition members are philosophically uncomfortable with the term "victim," to be consistent with its funding sources, the term has been used throughout these standards to denote survivors of domestic and/or sexual violence, and consumers of its agencies' services.

Crisis Line

1. All programs shall maintain a 24 hours per day, 7 days per week crisis line.
 - a. Maximum response time to a crisis call shall be ten minutes.
 - b. All crisis line staff and volunteer workers shall document having completed 30 hours of training.
 - c. All crisis line workers shall have written procedures and information that allows them to meet the emergency needs of callers.
2. There shall be written procedures covering the following, in relation to the crisis line:
 - a. Safety of crisis line workers
 - b. Scheduling, coverage and back-up
 - c. Confidentiality
3. At least one in-service training per year shall be conducted for staff of any answering service providing switchboard coverage of the crisis line.

Shelter/Safe Homes

1. All domestic violence programs must have available 24 hours per day, 7 days per week, shelter facilities or safe homes.
 - a. A qualifying staff member/volunteer shall be available 24 hours per day to accept clients for shelter.
 - b. The shelter shall conform to all fire and life-safety codes of the municipality in which it is located.
 - c. The program shall have an established shelter intake packet that includes shelter house rules, policies and procedures relating to the client's stay, along with a procedure for documenting that the client has been given and understands the contents of the packet.
 - d. The shelter shall provide facilities that foster a comfortable living environment, which shall include:
 - Kitchen with working stove and refrigerator
 - Beds for women and children and cribs/playpens for infants
 - Play areas and toys for children

- Access to laundry facilities
- Clean and sanitary living spaces
- Common space for residents
- Food and toiletries as needed and as possible
- Access to a telephone

2. There shall be written policies covering the following in relation to the shelter/safe homes:

- Length of stay
- Termination of stay at shelter
- Rules violations
- Prohibition of drug and alcohol use in the shelter
- Prohibition of violence against other shelter residents
- Discipline and supervision of children
- Outside visitors and/or phone calls
- Smoking
- Curfew
- House responsibilities
- Terms of and reasons for dismissal
- Grievance procedure
- Location of, and access to, medications
- Emergency fire and first aid procedures
- Communicable disease protection policies
- Confidentiality of shelter location
- Policies regarding personal property

3. All shelters/safe homes shall have clearly defined eligibility requirements.

They shall be in writing:

- a. Any standards for restricting access to victims of domestic or sexual violence
- b. A description of reasonable efforts to be made to provide alternative shelter arrangements for victims of domestic or sexual violence who are deemed inappropriate for primary shelter facilities
- c. Standards for determination, on a case-by-case basis, of appropriateness of admitting other categories of needy persons to domestic violence shelter
- d. Policies restricting proselytizing to victims
- e. A description of shelter provisions for male victims.

In the event that an individual is asked to leave shelter, there must be a written statement of the reason therefor, including reasonable efforts made to provide other shelter. In the event an individual is denied admission to shelter and requests a written statement of the reason therefor, the domestic violence program shall provide said statement. In either situation, the individual being removed from or denied shelter is entitled, upon request, to a review of that statement by a supervisor in a timely fashion.

Advocacy and Support Services

1. Domestic violence advocacy services shall include advocacy for criminal and civil actions related to domestic violence, social services advocacy, and medical advocacy on a 24-hour basis.
2. Sexual assault advocacy services shall include 24-hour accessibility to accompaniment during rape protocol exams, on-going criminal justice system support, and social services advocacy.
3. There shall be a written training plan for all specialized volunteer advocates, including a method for documenting completion of such.

Training

1. All programs shall document that all staff and volunteers working in the program who will be in a position to provide direct services to victims have completed a minimum of 30 hours of training, conducted by a bonafide crisis center as defined in NH RSA 173-C.
2. Training topics shall include, but not be limited to:
 - a. Awareness issues:
 - History of the battered women's and anti-rape movement
 - Discussion of sexism and violence against women
 - Including the various forms of violence
 - Views of women throughout history
 - History of women's victimization
 - Other forms of violence against women
 - Male victims of sexual assault and domestic violence
 - Lesbian and gay victims of sexual assault and domestic violence
 - Clarification of the myths and facts which perpetuate victim blaming
 - Why victims may stay with, or return to abusive partners
 - Power and control issues, continuum of abuse, lethality effects of violence on children
 - b. Support issues:
 - Empowerment and options counseling
 - Advocacy
 - Cultural and lifestyle issues including homophobia, racism, religious concerns, other "isms" (e.g., ageism, classism, physically and mentally disabled, etc.)
 - Skills development, including active/reflective listening, problem solving -- assisting with the development of goal plans and safety plans, crisis intervention
 - Information and referral, confidentiality constraints
 - Drug and alcohol abuse -- myths and realities in relation to violence
 - Mental health and mental retardation -- myths and realities in relation to violence
 - Appropriate referrals for acute psychiatric cases
 - Relevant hospital protocols
 - Protocol for provision of services to non-English speaking victims

c. Legal issues:

- RSA 21-M:8-H (victim's compensation act)
- RSA 169-C (child abuse reporting requirements)
- RSA 173-B (domestic violence statute)
- RSA 173-C (confidentiality)
- RSA 458 (separation, custody and visitation, child support and divorce)
- RSA 631 (assault statute)
- RSA 632-A (sexual assault statute)
- RSA 633:3-A (stalking)
- RSA 639:2 (incest)
- RSA 639:4 (non-support)
- RSA 639-C (endangering the welfare of a child or incompetent)
- RSA 645:1 (indecent exposure)

d. Program-related topics:

- History, philosophy, relation to the NHCADSV, NCADV and NCASA
- Organizational structure, funding, staffing
- NHCADSV program standards

3. Governing bodies shall be provided with training that shall include, but not be limited to:

a. Awareness issues:

- History of the battered women's and anti-rape movement
- Discussion of sexism and violence against women, including the various forms of violence
- View of women throughout history
- History of women's victimization
- Other forms of violence against women
- Male victims of sexual assault and domestic violence
- Lesbian and gay victims of sexual assault and domestic violence
- Clarification of the myths and facts which perpetuate victim-blaming
- Why victims may stay in, or return to abusive relationships
- Power and control issues, continuum of abuse, lethality
- Effects of violence on children

b. Support issues:

- Empowerment and options counseling
- Advocacy
- Cultural and lifestyle issues, including homophobia, racism, religious concerns, other "isms" (i.e., ageism, classism, physically and mentally disabled, etc.)
- Information about community resources, including confidentiality constraints
- Drug and alcohol abuse – myths and realities in relation to violence
- Mental health and mental retardation – myths and realities in relation to violence

- c. Legal remedies to sexual assault and domestic violence -- civil and criminal, including RSA 21-M:8-H (victims compensation act).
3. Governing bodies shall be provided with training that shall include, but not be limited to: (continued)
- d. Program-related topics:
 - History, philosophy, relationship to NHCADSV, NCADV and NCASA
 - Organizational structure, funding, staffing
 - NHCADSV program standards.
 - e. Confidentiality.
 - f. Roles and responsibilities of governing body members.
4. All shelter staff, volunteers, and safe home providers shall complete a minimum of 30 hours of documented training.
5. All volunteers and staff shall attend six hours of continuing education (i.e., in-service trainings and conferences), each year.

Support Groups and Peer Support

1. All programs shall offer support groups for victims of domestic violence and/or sexual assault, whenever there are enough victims to form a group.
 - a. There shall be written policies regarding the following in relation to support groups:
 - Training of facilitators
 - Screening of members
 - Attendance
 - Confidentiality
 - Child care during meetings
 - b. The program shall regularly publicize any and all support groups it offers for victims of domestic violence and/or sexual assault.
2. For victims of sexual assault there shall be, at a minimum, referrals for support groups.
3. All programs shall provide access to peer support on a 24 hour basis for victims. Peer support shall emphasize an empowerment model of assistance which encourages victims to define their own problems and make their own decisions.
4. Programs shall encourage the utilization of former sexual assault and domestic violence victims as:
 - a. Role models to victims
 - b. Sources of emotional support for victims
 - c. Meaningful participants in the policy/decision-making structure of the program

Follow-up Services

1. There shall be a written plan for providing access to continuing advocacy for victims to meet employment, housing, child care and legal needs.

Transportation

1. All programs shall have a written plan for providing transportation for victims in emergencies and when otherwise needed.
 - a. All staff and volunteers providing transportation to clients must be insured and have a valid driver's license.
 - b. In accordance with New Hampshire law, all children under age twelve shall be appropriately restrained while being transported by program staff or volunteers.

Child Advocacy

1. Shelter programs shall provide advocacy and/or referrals for child residents as needed.
2. Shelter programs shall provide for adequate, secure, and/or supervised play space for child residents.
3. Shelter programs shall provide for meeting the educational needs of child residents.
4. All programs shall provide residents with information regarding non-violent discipline of children.
5. All programs shall have written policies and procedures for child care.
6. All programs shall have written policies and procedures regarding reporting child abuse.
7. A copy of the Child Protective Services Law of New Hampshire shall be available at all program locations.
8. All programs shall have written referral policies to address special needs such as child sexual abuse, developmental disabilities, pre-natal and other health care, and parenting skills.

Community Education and Outreach

1. The program shall provide education and prevention programs/information to the community.
2. Efforts shall be made to reach those groups which are traditionally underserved (e.g., battered lesbians, battered men, male survivors of sexual assault, persons with disabilities, minority populations, persons whose primary language is not English, etc.)

Community Relations

1. The program shall establish and maintain linkages with community agencies and individuals for the provision of those services which are required by victims and/or their families but which are not provided directly by the program.

Programs shall ensure service linkages through the development of a community resource list covering the following service needs:

- Housing alternatives when shelter is not available
- Medical services, nutrition and health services
- Legal services
- Alcohol and other drug-related services
- Translation services
- Child protective services

- Welfare-related services (including financial planning, credit rights information)
 - Services for persons with disabilities
 - Gay and lesbian counseling services;
 - Transportation services
 - Continuing education
 - Child care services (including child guidance and counseling services, parenting information)
 - Rehabilitation and job training
 - Abuser services
2. The program shall engage and train community agencies and individuals to further the aim of creating an environment that is sensitive and responsive to the needs of victims of domestic and sexual violence.
 3. Efforts shall be conducted by the staff towards establishing working relationships with other shelter service providers and those in related fields. (e.g., alcohol and other drug programs, etc.).

Self-Evaluation

1. All programs shall have a written self-evaluation plan around program procedures and accomplishments, including methods for obtaining feedback from service consumers and other allied community groups. The written self-evaluation shall be performed annually.

Clients' Rights

1. All programs shall demonstrate efforts to implement a clients' rights policy that includes, at a minimum, that adopted by the New Hampshire Coalition Against Domestic and Sexual Violence:

"All clients have a right to know and understand all rules of the organization providing service by which they must abide. All clients have a right to make their own decisions, within the rules and policies of the organization. All clients have a right to access their individual records. All clients have a right to give suggestions and input concerning program and services, to have that input heard, and to receive feedback on it. All clients have a right to have complaints concerning program and services heard. All clients have a right to respectful treatment of confidential information."

A copy of the agency's clients' rights policy shall be posted at each agency location.

Confidentiality

1. All programs shall develop a written confidentiality policy that covers the following areas:
 - Access to client records by client
 - Access to client identity, records and other information by staff, volunteers and board members
 - Access to client identity, records and other information by outside agencies including funders
 - Length of time client files will be kept and how they will be destroyed
 - How client permission to release information will be acquired, including the establishment of written consent forms and procedures for recording oral consent
 - Safeguarding of files from improper access and use

- Response to subpoenas
- How clients will be informed of confidentiality policy; and
- Children’s confidentiality – when a parent will be told information/disclosures, when they will not

The program shall ensure that staff, volunteers and board members who have access to client files meet the certification requirements of the Privileged Communications Statute (RSA 173-C).

Philosophical Statement

1. All programs shall have a written statement which expresses the organization’s position on victims of sexual assault/domestic violence, how the program will assist victims, and address the problems of sexual and domestic violence.

Governing Body

1. A sexual assault/domestic violence center may be either (1) an independent organization which has as its primary purpose the operation of a sexual assault and/or domestic violence program; or (2) an agency established within a parent organization, which has as its primary purpose the operation of a sexual assault/domestic violence program.
 - a. All organizations shall have a governing body, which shall be responsible for all decisions affecting personnel, budgetary, and program development matters.
 - b. If an agency’s governing body is not directly managing the sexual assault/domestic violence center, it is strongly suggested that a separate advisory board be established to assist with programmatic decisions and compliance with these standards. The governing body may delegate its authority to the separate advisory board wherever it deems necessary and appropriate.
2. Composition of the Governing Body
 - a. The governing body shall be representative of the target population and community served.
 - b. There shall be written policies and procedures for encouraging the involvement of formerly battered women and sexual assault survivors in all aspects of the program.
3. The governing body shall adopt written bylaws that define its powers and duties and are consistent with the general requirements for sexual assault and/or domestic violence centers contained in these standards. A description of this organizational structure shall be included in any application for subgrant from the Coalition.

The bylaws shall include, but not be limited to, the following:

- a. Membership selection
- b. Meeting frequency and scheduling, including procedures for the call and conducting of special meetings, and quorum requirements
- c. Selection of officers
- d. Personnel matters
- e. Budgetary matters
- f. Program development matters

4. The organization shall have documentation of the legal propriety (such as Article of Incorporation).
5. The organization shall have non-profit tax-exempt status.
6. The organization must comply with the requirements described in Federal Publication OMB Circular A-133.

Personnel Management

1. The governing body shall adopt and have implemented written personnel policies which shall include, but not be limited to:
 - a. Recruitment, selection, promotion, and termination of staff
 - b. Employee benefits
 - c. Working hours
 - d. Vacation, sick leave and overtime
 - e. Rules of conduct
 - f. Sexual harassment
 - g. Disciplinary actions
 - h. Supervision of staff
 - i. Work performance evaluations
 - j. Employee accidents and safety
 - k. Employee grievances
 - l. Attendance records
 - m. Staff training and evaluation of such training
2. All employees shall have current job descriptions, which shall include, but not be limited to the following;
 - Job title
 - Tasks and responsibilities of the position
 - Identification of essential functions of the position
 - Requisite skills, knowledge and experience
 - Hours of work (e.g., 10 hours per week, 25 hours per month, etc.)
3. The governing body, or its delegated authority, shall implement and coordinate personnel management in accordance with written policy, which shall include, but not be limited to:
 - a. Confidential maintenance of personnel records
 - b. Dissemination of employment information to program staff
 - c. Orientation of new employees
 - d. Implementation of federal, state and local laws concerning fair labor practices
 - e. Definitions of employee rights

4. The personnel records of each employee shall include, but not be limited to:
 - a. The application for employment, or resume
 - b. Written documentation of training, experience, etc., where such is a prerequisite to employment
 - c. Salary information
 - d. Performance evaluations
 - e. Written documentation of disciplinary actions

Volunteer Program Standards

1. A written statement shall address how, when, where and the frequency with which volunteers will be used.
2. The program shall have written policies and procedures regarding the following:
 - a. Required commitment of volunteers
 - b. Selection and screening process of volunteers
 - c. Evaluation of volunteers
 - d. Dismissal of volunteers
 - e. Volunteer input in program decisions
 - f. Safety procedures
 - g. Record keeping
3. There shall be written job descriptions for each type of volunteer position. All essential functions of the position shall be clearly identified. Job descriptions will be provided to volunteers upon acceptance in the program.
4. There shall be a file maintained on each volunteer, which shall include, but not be limited to, a signed confidentiality statement, letter of commitment and a record of training completed by the volunteer.
5. All programs shall have written procedures for assuring that volunteers and staff represent the demographics of the catchment area's population.
6. All programs shall have a written policy regarding former clients and survivors serving as program volunteers. Any restrictions on eligibility for volunteer positions must be in writing.

Non-discrimination Policy

1. All programs shall provide all services regardless of the recipient's age, disability, gender, sexual orientation, economic status, race, color, national origin, or religion.
2. All programs shall have a written non-discrimination policy, including, but not limited to, all specifics listed in the previous paragraph.

