



UNIVERSITY OF  
**NORTHERN COLORADO**

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**Assault Survivors  
Advocacy Program**

Policies and Procedures Manual

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## SECTION ONE: GENERAL INFORMATION

### Assault Survivors Advocacy Program History

The Assault Survivors Advocacy Program (ASAP) has existed as a full-time program since November of 1993. ASAP was founded for the purpose of developing a comprehensive approach to sexual assault prevention and intervention on UNC's campus. Since that time, an identified need for more services addressing Intimate Partner Violence and Stalking has prompted inclusion of prevention and intervention efforts in these areas. ASAP trains peer advocates to provide confidential services to all individuals of the UNC community that have been impacted by sexual violence, intimate partner violence, and stalking. The ASAP program works with other university organizations and departments to develop survivor-centered and trauma informed policies to improve campus security. Another major aim of the ASAP program is to increase community awareness and to provide educational workshops to increase knowledge and understanding of these topics. Presently, ASAP has one full-time Assistant Director, one part-time Graduate Assistant, and 16-20 volunteer advocates who are supervised by the Graduate Assistant.

### Mission Statement and Objectives

The Assault Survivors Advocacy Program (ASAP) provides confidential crisis intervention, advocacy, resources, and support to UNC students, faculty, staff, and family members impacted by sexual and intimate partner violence and aims to create a violence-free campus and foster a culture of care through community awareness and education.

All program services are available to UNC students, faculty, staff, family members, or concerned others who need support regardless of where the violence occurs.

### Objectives

1. To provide a 24/7 crisis response to students, staff, faculty, and family members of the UNC community through advocacy, support, and resource provision.
2. To coordinate a comprehensive approach to sexual assault, intimate partner violence, and stalking through creating a safe campus culture for survivors of violence and community education on the prevention of these forms of violence.
3. To work with university administration to make strategy and policy recommendations that advocate for trauma-informed and survivor-centered processes.
4. To provide training and experience for student volunteers that will help them grow professionally in the field of victim advocacy.
5. To work towards ending sexual and intimate partner violence on the UNC campus and create cultural change that values healthy sexual and intimate relationships.

## SERVICES

### 24-Hour Hotline

ASAP has four advocates (2 Student Advocates, the Graduate Assistant, and Assistant Director) on call 24 hours a day, 7 days a week. Advocates are available to speak with survivors and secondary survivors during times of crisis; accompany survivors to the police station or to medical exams (SANE); and assist survivors in proceeding through the criminal justice and University administrative systems.

## **Academic Intervention**

Experiencing sexual assault or intimate partner violence can have a major impact on a survivor's ability to reach their educational potential. The purpose of academic intervention is to facilitate the recovery of the survivor with minimal impact on their academic achievement. ASAP advocates work with students to identify the personal impact on their academic work and can provide Academic Intervention Letters to identified and agreed upon individuals.

## **Advocacy Training**

Each fall and spring, new advocates will be recruited, screened, and trained to serve as volunteer advocates. The 40 hours of training provides an in-depth examination of the effects of sexual assault, intimate partner violence, and stalking, foundations of crisis intervention, medical and legal processes, and university and local services available to support survivors. New Advocate Training is designed and implemented in accordance with Colorado state laws, which ensures that ASAP volunteer advocates are covered under the privileged communication statute. Continuing education is provided through advocate meetings throughout the semester on a variety of topics relating to sexual assault, intimate partner violence, stalking, and advocacy services.

## **Training for UNC Staff and Faculty**

Each year ASAP provides training on how to respond to someone who had been sexually assaulted, abused, and/or stalked. This training is specifically aimed at students and staff who are in positions where disclosures are likely. These groups include residence hall staff, Counseling Center Staff and Interns, Health Services, and Faculty.

## **Educational Programs**

ASAP presents educational programs throughout the year for residence halls, academic courses, Greek organizations, athletic teams, and student organizations. Programs focus on sexual assault and harassment awareness, intimate partner violence, stalking, the services provided by ASAP, how to respond sensitively to someone who had been assaulted, and what to do if you are assaulted.

## **Educational Material**

ASAP provides a variety of brochures and handouts to those attending educational programs. They range from what to do if you are assaulted to how to help a friend who has been assaulted. ASAP has both created and gathered many resources available in the ASAP office, covering a wide range of topics, including but not limited to: cyber stalking, abortion and contraceptive resources, protection orders, lease breaking, and counseling options.

## **Important ASAP Definitions**

**Sexual Violence:** An overarching term that refers to anything that negatively affects someone using sexual acts, sexual language, or targeting their sexuality.

**Gender Violence:** Is any form of violence (physical, emotional, sexual, verbal) that is directed at someone because of their gender, gender identity, or gender expression. Includes sex or gender discrimination.

**Sexual Harassment:** Any unwelcome sexual behavior/advances that happen repeatedly at school or in the workplace. Includes sexual gestures, comments, cat calls, gender insults, repeatedly asking someone out on a date, etc.

**Sexual Misconduct:** An umbrella term that encompasses sexual harassment, sexual exploitation, sexual intimidation, and sexual assault at school or in the workplace.

**Sexual Assault:** Any sexual activity without consent or against the will of another person (using force). Includes voyeurism (peeping), flashing, unwanted sexual contact (touching over or under the clothes), unwanted penetration or intercourse (rape), etc.

**Trauma:** Individual trauma results from an event, series of events, or set of circumstances experienced by an individual as either physically or emotionally harmful or life-threatening with lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

**Crisis:** An intense upset equilibrium in response to an event or situation that exceeds a person's current resources or coping mechanism.

## Program Philosophy

Gender, sexual, and interpersonal violence can impact anyone who is part of the UNC community. ASAP supports all survivors understanding that interpersonal violence can happen to anyone. Interpersonal violence is about gaining and maintaining power and control over another. Perpetrators of these forms of violence use individual and organizational power to commit acts of violence. ASAP aims to address the root cause of these forms of violence and works to create cultural change through improving community awareness and education on campus about these types of violence.

ASAP advocates play a crucial role in lessening the impact of trauma and crisis for survivors. ASAP advocates are trained to listen, believe, and support survivors, and not to investigate incidents of sexual or intimate partner violence on campus. Advocates provide a confidential and non-judgmental space for survivors to discuss their experiences and talk about their options. Advocates do not tell survivors what they should do, instead empower them to make the decision that is best for them. ASAP advocates understand that everyone reacts to trauma in a variety of ways and our role is to support survivors however they present and whatever they tell us. ASAP advocates work effectively with systems that are not always as survivor-centered or trauma informed. It is important that advocates are skilled at understanding these systems and providing as many options to survivors as possible within these systems. Survivors of sexual and intimate-partner violence often feel their power has been taken away through the act of violence committed against them. As an advocate, we aim to give back that power by working with survivors to find their path to healing through options and choices.

## Advocate Meetings and Supervision

Advocate meetings are scheduled bi-weekly, in which all new and returning advocates must attend. New Advocate meetings are scheduled on a weekly basis. It is essential, to remain in good standing in this program, that volunteers and interns attend these advocate meetings. Attendance is REQUIRED as a part of the volunteer's commitment to ASAP. If you are unable to attend due to an emergency, notify the Assistant Director and Graduate Assistant as soon as possible. Advocates who miss 2 or more meetings a semester may be suspended from ASAP.

## Letters of Recommendation

Volunteers and interns may ask the ASAP Assistant Director or Graduate Assistant to write them a letter of recommendation. Before such a letter can be written, the following guidelines are recommended:

1. The volunteer/intern will have completed a full semester of service;
2. The volunteer/intern will have undergone a semester review with the ASAP Assistant Director/Graduate Assistant;
3. The volunteer/intern is engaged and takes an active role in ASAP events

### **Supervision**

Direct supervision of ASAP advocates is under the ASAP Graduate Assistant, who is supervised by the ASAP Assistant Director. ASAP advocates shall respond to and meet with the Graduate Assistant for concerns and questions when possible.

For interns, the Graduate Assistant will be responsible for signing off on completed internship hours. Performance reviews will be conducted by the Graduate Assistant and Assistant Director.

### **Performance Review Policy**

After completing their first semester of active service, each volunteer will meet with the ASAP Assistant Director and Graduate Assistant for a performance review. The purpose of this performance review is to discuss strengths and areas of growth of both the ASAP Program and the volunteer staff. After the successful completion of the performance review, the volunteer may continue active service with ASAP. Upon a volunteer or intern's final semester with ASAP, the advocate must meet with the ASAP Assistant Director and Graduate Assistant for their final performance review.

### **Leave Of Absence Policy**

1. If for any reason, an advocate is unable to continue their commitment to ASAP for a specified period of time, due to personal issues, change in job status, academic load, etc., the advocate should follow the procedure that are outlined below:
2. If absent from the ASAP Program for a full semester, the advocate must go through the new advocate training week at the beginning of the semester upon their return. The capacity of training to complete will be evaluated on an individual basis.
3. If an advocate does not return as planned or contact the Assistant Director and Graduate Assistant, they will receive a letter from the Graduate Assistant, assuming they have resigned from ASAP.

## SECTION TWO: ADVOCATES

### Advocate Duties and Responsibilities

Each week, two advocates will be on-call: one serving as the on-call advocate and the other serving as the back-up advocate. The on-call advocate will be contacted first and MUST respond by phone within 5 minutes. If a prompt response does not occur, the back-up advocate will be contacted, and MUST respond within 5 minutes. If the on-call advocate is male-identifying, the back-up advocate should, when possible, be female-identifying. This policy is in place for the protection of a survivor who may not feel comfortable meeting with a male-identifying advocate. All advocates, new and returning, are required to sign up for at least one on-call week and one week of back up on-call per semester.

1. Returning advocates who are not completing office hours during the semester are required to pick up at least 2 additional on-call shifts for the semester, or until the on-call schedule has been filled for the semester.
2. If circumstances change and an advocate is not able to take all or a part of their on-call shift, it is the advocate's responsibility to find someone to take the shift. The Assistant Director and Graduate Assistant must be notified immediately of the schedule change.
3. If an advocate needs assistance in performing ASAP duties, they will not hesitate to call the Assistant Director or Graduate Assistant at any hour of the day or night.
4. When responding to hotline calls, advocates must be cognizant of the needs of concerned others. Although the survivor is the advocate's primary focus, if concerned others are present and in need of assistance, they may need to call the back-up advocate to provide services to them.
5. We expect ASAP advocates to be committed to their role on campus and to act with integrity, treating all survivors of sexual assault, intimate partner violence and stalking with dignity, and compassion.
6. Advocates are to make follow-up contact with each survivor they work with, when possible. The advocate may suggest checking-in with a phone call in a day or two or scheduling a follow-up appointment in the ASAP office.
7. In an effort to promote campus engagement and organizational relationships, advocates are expected to attend at least 2 events from another cultural organization on campus per semester. These organizations can include the CWGE, GSRC, Veteran's Services, APASS, CCCC, MGCC, NASS, or the UNITE Trainings.

### Attendance Policy

Attendance to office hours, weekly and bi-weekly meetings, and events hosted by ASAP is crucial for volunteering or interning with ASAP.

### Office Hours:

1. Attendance to office hours, for both volunteers and interns, is crucial. ASAP relies on having advocates in the office to answer phones, work with walk-in appointments, and to respond in-person to UNCPD, Title IX, the hospital, or the dorms.
2. If an advocate is sick, we ask that, for the safety of everyone else in the office, the advocate does not come in. In these cases, a text or email must be sent to both the Assistant Director and Graduate Assistant notifying them of your absence.

3. For family emergencies and general emergencies, as much notice as possible is always appreciated. In these cases, a text or email must be sent to both the Assistant Director and Graduate Assistant notifying them of your absence.
4. For mental health days, please notify the Assistant Director and Graduate Assistant. After your return to the office, the AD and GA will want to sit down with the advocate to check in.
5. Repetitive and consistent callouts will result in a conversation with the Assistant Director and Graduate Assistant.

### **Running Late/Leaving Early**

1. Please notify the Assistant Director and Graduate Assistant if you are going to be late by more than 10 minutes or must leave your office hours early by more than 10 minutes.
2. Repetitive tardiness will result in a conversation with the Assistant Director and Graduate Assistant to develop an action plan for the advocate.

### **No Call/No Show:**

1. If an advocate does not communicate absence from office hours, it will be considered a no-call, no-show. After the first no-call, no-show, the Graduate Assistant and Assistant Director will reach out to set up a time to discuss the absence.
2. In cases of emergency, where communication was not a realistic option, the absence will be excused.
3. Any continuation of no-call, no-shows will be handled at the discretion of the Assistant Director.

### **Advocate Meetings:**

1. New Advocate Meetings are held on a weekly basis. Only new advocates are expected to attend. Attendance at these meetings is mandatory in order to stay in good standing with the ASAP Program.
2. Advocate Meetings are held on a bi-weekly basis. All advocates, new and returning, are expected to attend. Attendance at these meetings is mandatory in order to stay in good standing with the ASAP Program.
3. Exceptions to missing the meeting are at the discretion of the Assistant Director and Graduate Assistant, but some exceptions may include:
  - a. Having class;
  - b. Having work, although advocates should ensure they are available and request this time off from work;
  - c. Being sick;
  - d. Family emergencies and other emergencies.

### **Professional Conduct**

ASAP Advocates will:

1. Not discriminate against any survivor, employee, teammate, allied professional, or member of the public on basis of race, ethnicity, gender, religious belief, sexual orientation, class, or national origin;
2. Clearly distinguish their personal views from positions adopted by the agency or institution, when making public statements, or imposing personal values on others while working on behalf of ASAP.
3. Not reveal names of, or other identifying information about, survivors to the required authorities without clear permission or legal requirements to do so; see confidentially below



4. Not talk negatively to survivors about other UNC campus resources remembering ASAP's work is reliant on good campus connections and relationships.
5. Not use their official position to secure gifts, monetary rewards, or special privileges;
6. Report to the Assistant Director the conduct of any colleague or allied professional that constitutes mistreatment or maltreatment of a survivor, or conduct that brings the profession into disrepute;
7. Report to the Assistant Director any conflict of interest that prevents oneself or a colleague from being able to work cooperatively with colleagues or allied professionals or be impartial in the treatment of any survivor.

### Confidentiality and Mandatory Reporting

Confidentiality is an important aspect of ASAP's services and differentiates ASAP from other resources on campus. ASAP is one of only 3 confidential spaces on the UNC campus for individuals to discuss experiences with sexual assault, intimate partner violence, and stalking. Confidentiality must always be maintained by ASAP advocates. This includes both staff confidentiality and the confidentiality of those who utilize our services.

1. Confidentiality means that survivor's names, concerns, and situations provided to you by survivors are never to be repeated to anyone outside of the ASAP staff. When discussing a survivor, extreme care should be taken so that others cannot hear what is being said.
2. Find a neutral place that has a door where the survivor feels comfortable (i.e., Hall Directors office, ASAP office, etc.) Never meet with a survivor in a public place where your conversations can be overheard.
3. Occasionally advocates are asked by friends, classmates, and/or newspaper reporters to comment on recent sexual assaults on campus. Do not share even general information with anyone who is not an authorized advocate.
4. If approached by a newspaper reporter, refer them to the Assistant Director of ASAP.
5. If a concerned other or person calls the ASAP office wanting information about someone who has utilized ASAP's services, you say "I cannot confirm or deny whether that person did or did not use ASAP's services."
6. To release information about any ASAP client you must have a Release of Information signed that indicates we can talk to certain people about the client.

There are three occasions that demand that confidentiality be broken:

1. A disclosure of current child abuse or past child abuse where the perpetrator was in a position of trust and still has access to or the ability to hurt children. Abuse of a vulnerable adult such as elder abuse (an adult over 70) or abuse of someone with an intellectual or developmental disability. Always schedule an appointment with the ASAP Assistant Director of Graduate Assistant to make a report of abuse.
2. When the caller has hurt themselves, discloses suicidal ideation, or is threatening to hurt someone else.

It is integral that before talking with any individual you let them know about mandatory reporting by reading the confidentiality statement. All questions regarding confidentiality should be directed to the ASAP Assistant Director or Graduate Assistant.

**Confidentiality Statement:** Everything we talk about today is confidential unless you tell me about abuse or neglect occurring to someone under the age of 18 (minor) or an abusive adult who has access to

children, talk about a vulnerable adult, including someone over the age of 70 (Elder Abuse) or with a disability or you are an imminent risk to yourself, someone else, or the community.

Another important aspect of confidentiality is not acknowledging individuals you have worked with ASAP on campus or in the community. If you see someone you have worked with at the ASAP office, do not acknowledge that you know them. If they initiate contact first and want to talk with you can speak with them. If they do not, please respect their wishes to not be acknowledged. Let individuals know when you work with them that if they see you on campus or in the community that you will not acknowledge them. You are not being rude or unfriendly, but you are protecting their confidentiality.

## **Making a Mandatory Report**

Making a mandatory report can feel uncomfortable. We want to emphasize that even though we must report some disclosure from survivors, they still have options.

- If someone reports current child abuse or neglect where the perpetrator is within the family, report to Child Protective Services: 1-844-264-5347
- If someone reports current child abuse or neglect and the perpetrator is outside of the family (teacher, coach, pastor, etc.) or discloses they were a victim as a child of a perpetrator who is in a position of trust\*\* or still has access to children, report to local law enforcement.
  - Greeley PD: 970-350-9605
  - Evans PD: 970-339-2441
  - Fort Collins PD: 970-221-6540
  - Loveland PD: 970-667-2151
  - Report to the law enforcement office where the crime was committed even if it is out of state or another Colorado Jurisdiction.
- If someone discloses abuse of a vulnerable adult, someone over the age of 70 (Elder Abuse) or a person with a disability (I/DD, physical, etc.) report to local law enforcement office where the resident resides. The case will be worked on with Adult Protective Services.

\*\* A person in a position of trust is a legal term that refers to adults who are legally responsible for the care and safety of children. Individuals in a position of trust include, parents/guardians, teachers/school staff and administrators, coaches, medical professionals, law enforcement, religious leaders, counselors, etc.

To provide options for survivors, you can offer different ways they can be involved with your report:

- They can report themselves with the advocate in the room
- You can call and report with them in the room
- You can call and report without the survivor present.

## **On-Call Procedures**

### **Rocky Mountain Crisis Partners**

- Rocky Mountain Crisis Partners (RMCP) is a non-profit agency that provides crisis care for the Colorado Suicide Hotline.
- RMCP provides coverage for ASAP and the Counseling Center crisis lines on nights and weekends.

- If the caller requests to have an advocate respond in person, RMCP will contact the on-call advocate directly.

## **Procedures While On-Call**

On-call shifts begin Monday at 5:00 pm and end the following Monday at 5:00 pm when the ASAP office is closed. Advocates can expect that during business hours, crisis calls will generally be forwarded to the ASAP office, however it cannot be guaranteed that an advocate will be available. Advocates are on call 24/7 for the full week and must be available at any time to respond to a call, outside of class and work obligations.

- RMCP will contact ASAP advocates directly on their personal cell phone. Advocates need to be especially careful to keep their phone on with silent mode turned off, and in close proximity to them at all times (i.e., near the bed when sleeping, in the bathroom when showering, etc.). Advocates should be ready to respond quickly and must stay local to campus (no more than 20 minutes away).
- RMCP has been instructed not to give the advocate's name and phone number to the caller. Rather, they have been told to relay all information to the advocate and have the advocate contact/respond to the caller. All advocates should use program business cards when giving out the ASAP phone number and their name. Advocates should give out their first name only.
- When responding to hotline calls, advocates should be ready to write down the information that is being provided by the Rocky Mountain Crisis Partners. It is essential to get the correct phone number and address where services are being requested. When making an initial contact with a survivor, the advocate should introduce themselves, explain that they are an advocate from UNC, and that they are there to help in any way possible.
- Some people may ask if their conversation is being recorded (NO) or if ASAP keeps information about them (YES). Let them know that ASAP keeps general information about their experience and the survivor can review the file at any time. Remind them that the only people with access to this information are current ASAP advocates, and no one outside of the ASAP office has access to that information.

## **On-Call Bags**

On-Call bags have all the materials that are required for you to serve your on-call shift as an ASAP advocate. You are responsible for dropping the on-call bag back to the ASAP office before 5:00 pm on Friday and replacing the contents you used while on call. On-Call bags are necessary for on-call shifts unless the advocate has made their own folder or binder with materials.

## **Types of Calls**

If an advocate receives a call that does not involve a member of the UNC community and the incident did not occur on campus, the advocate should refer the survivor to the Sexual Assault Victim Advocate Center (SAVA).

- Greeley Office Number: 970-506-4059
- SAVA Crisis Number: 970- 472-4200

## SECTION THREE: ADVOCATE RESPONSE

### Responding to the Police Station and Working with Law Enforcement

#### General Information

The dual mission of an investigation of a sexual assault, intimate partner violence, or stalking case will be the safety and emotional wellbeing of the survivor as well as the apprehension of a suspect in order to protect the safety of the University community. The police officer and advocate will work as a team to accomplish the dual mission.

- **The Role of Law Enforcement:** They are charged with the responsibility to gather information, collect evidence, apprehend offenders, and present the case to the District Attorney for criminal prosecution.
- **The Role of the ASAP Advocate:** Advocates are responsible for supporting and providing options and resources to survivors throughout the police investigation. ASAP advocates may play a key role in helping the survivor feel safe and comfortable to share detailed and valuable information to law enforcement about the incident being investigated. Make sure to let the survivor know they can take breaks whenever they need it, and they have the right to share whatever information they want.
- Police officers and ASAP advocates must always weigh the importance of the criminal investigation and overall University safety with the emotional wellbeing of the survivor.

#### ASAP Procedures

1. **Initial Call:** When the UNCPD receives a call to respond to a sexual assault, attempted sexual assault (all degrees), intimate partner violence situation, or a report of stalking, an ASAP advocate will be notified. Notification of ASAP is required. The responding officer will advise the UNCPD dispatcher, as soon as possible, where the advocate is to meet the officer and survivor.
2. Upon arrival, the advocate will be briefed by the officer. If you are the ASAP advocate on-call and you are requested by UNCPD **you are required to respond in person.** Together the officer and the advocate will decide what plan of action is needed. The officer will inform the survivor that the advocate is on the scene to provide them with assistance. With the agreement of the survivor, the advocate will explain ASAP services and then ask the survivor if they would like the advocate to stay for further support.
3. If you receive a call from a survivor who would like accompaniment to a meeting with police, ask what officer they are meeting with. This is important so you do not disclose the survivor's name but can still connect with them at the police station.
4. **On-Going Investigation:** The survivor has the option to have an ASAP advocate present through every stage of the investigation and lend support if needed afterward.
5. Advocates should never be in the room during a videotaped interview with the survivor. This is to protect the advocate from possible subpoenas and the survivor's case. Advocates can wait in the waiting room and be available to the survivor for support when they take breaks.
6. If you will be in the room for any other police investigative meetings or interviews, please remember advocates are a silent support – meaning they do not talk or give their opinions.
7. If you are late or an interview begins early, please do not interrupt. Let the dispatch window know you are there to meet with a detective/law enforcement officer and ask them to communicate with the detective to let them know you are there. If a law enforcement officer ever

believes an ASAP advocate is a detriment to the investigation, they will let the advocate know. Discussion about this should not happen in front of a survivor. The law enforcement officer and advocate will come up with a plan to present the survivor with options.

8. If the survivor will be contacted for the purpose of further interviewing, composite picture development, or some other investigative effort, the assigned advocate will be contacted. The advocate may assist the survivor during and after the procedure, as appropriate.
9. When responding to a law enforcement office other than UNCPD the same policies and procedures apply.
10. Advocates should be aware that law enforcement may not be as familiar with ASAP, and it is important to introduce yourself and let them know about the ASAP program.
11. ASAP advocates will not normally be contacted by a local law enforcement office to respond to a survivor. ASAP advocates more often will connect with survivors and be asked to accompany them to other local law enforcement.
12. If you ever feel an officer has not treated a survivor with respect, please ask for the police officers' card. If you cannot get their card, ask for their badge number. Let the Assistant Director or Graduate Assistant know about the incident and the ASAP office will address the issue.
  - a. Do not talk to the survivor about the issue.
  - b. Remedy the impact by letting them know you believe them, and it is not their fault. Also, it is okay to remind survivors the role of a law enforcement officer is to collect as many details as possible. Although it might feel intrusive or they have doubts about the survivor's story, it is important for the investigation that law enforcement understand exactly what happened.

## Responding to the Residence Halls and Working with Residential Life

### General Information

When a sexual assault is reported to the Pro. Staff on call, the Pro. Staff on call shall report the assault to the Community Director on duty. If the survivor wishes, the Neighborhood Coordinator or Community Director may also be present during the reporting of the incident. Residence Life staff and the ASAP advocate will work together to aid the survivor, including on and off campus resources and referrals.

- **The Role of a Residential Life Staff Member:** Residential Life staff members are responsible for the well-being of their community. They are there to support survivors who are a part of their community and connect them with the appropriate resources. Residence Hall staff are required to report to UNCPD any disclosure by a student of sexual assault, intimate partner violence, or stalking.
- **The Role of the ASAP Advocate:** Advocates are responsible for listening to survivors, presenting options, and empowering survivors to make decisions that are right for them, and explaining the process moving forward.

### Residential Life Procedures

1. When a resident of campus housing has disclosed any experience of gender-based violence to a mandatory reporter, such as their RA, the following guidelines will be followed:
  - a. Provide a safe and neutral space for the survivor, such as a conference room, office, or any other space that is not the survivor's personal room.

- b. The RA or another housing staff member, such as the Community Director or Neighborhood Coordinator, will call ASAP's hotline, or reach out to the Graduate Assistant/Assistant Director directly.
- c. Once ASAP has been notified, housing will then call UNCPD to respond.

## **ASAP Procedures**

1. **Initial Call:** The ASAP advocate may be called to respond to the residence hall by UNCPD, an RA, Neighborhood Coordinator, or Community Director. If a response is requested after 5:00 pm a call will come through the crisis line/RMCP, or directly to the Assistant Director/Graduate Assistant. If you are the ASAP advocate on-call and you are requested, **you are required to respond in person.**
2. Upon arrival, the advocate should check in with the front desk staff and notify the staff that they are here with ASAP. The ASAP advocate should request to meet with the survivor in a neutral and confidential location. Do not meet in any student's room. If the police have not yet arrived, the advocate can meet with the survivor to start going over ASAP's services and their options with reporting.
3. Let the Neighborhood Coordinator and RA know they can leave. If the RA/NC stays for the conversation with the advocate; the conversation is no longer confidential.
4. **Police Initial Report:** ASAP advocates can be present in the room when the police respond to take their initial report. ASAP advocates should ask the survivor whether they would like them to stay in the room. Once the police are finished, the advocate should let the survivor know their options moving forward and provide any additional information requested by the survivor. Advocates should talk about following up with the survivor and make a follow up plan.
5. **On-Going Advocacy:** After the initial report by the police, the advocate can be present and provide support at any additional meetings with Title IX or police and work with the survivor to provide the resources and support they need.
6. If you plan to attend any other meetings with police or accompany a survivor to court, remember you are a silent support. You should not talk or give your opinion.

## **Responding to Forensic Exams/Hospital**

### **General Information**

For some survivors, medical attention or participating in a SANE Exam is a critical step in their healing process. SANE Exams are a head-to-toe exam where evidence is collected, and a survivor's wellbeing is accessed. SANE exams can be completed up to 7 days after a sexual assault.

- **Role of a Forensic Nurse:** A forensic nurse is specially trained to respond to the medical needs of sexual assault survivors and collect evidence that can be used in court.
- **Role of an ASAP Advocate:** ASAP advocates are responsible for supporting the survivor and providing information about resources and reporting options.

For survivors there are three options for reporting when participating in a SANE Exam:

- **Anonymous Report:** Evidence is collected and stored for up to two years without any identifying information. The survivor is provided a unique code that is linked with their evidence, and they can decide at any time throughout the two years if they would like to contact law enforcement and make an official report.

- **Medical Report:** Evidence is collected with the survivor's information however the police are not contacted. The survivor has up to two years to decide whether they would like to contact law enforcement and make an official report.
- **Law Enforcement Report:** Evidence is collected, and law enforcement is present to interview and start the investigation with the survivor.

## ASAP Procedures

1. **Initial Call:** Advocates may be asked to respond to the hospital by a forensic nurse, UNCPD, or at a survivor's request. If you are the ASAP advocate on-call and you are requested to accompany a survivor to the hospital **you are required to respond in person**. It is important you collect information before responding, such as the hospital to respond to and the survivor's name. Upon arrival, the advocate should check in at the nurse's station and explain your role as an ASAP advocate and that you are here to meet someone.
2. If a survivor decides to have a forensic exam, you should call ahead to the Emergency Room to let them know you are coming in for a forensic exam. They can contact the Forensic Nurse on-call and they can be enroute while you are also getting to the hospital. Forensic nurses have up to an hour to respond. This will lessen the waiting time.
3. **During the Forensic Exam:** As an advocate you can wait with the survivor for the nurse to arrive, provide information about ASAP and our services, talk with the survivor about their reporting options and provide emotional support before and after the exam.
4. You should not be present in the exam room while the forensic exam is happening. This is to protect evidence and the survivor's case.
5. Let the survivor know you will be in the waiting room if they need anything, and you can come in during breaks or if they request to speak with you.
6. **On-going Advocacy:** After the forensic exam, create a follow up plan with the survivor and discuss how you can continue to support them through the process.
  - a. If you plan to attend any meetings with police, Title IX, or accompany a survivor to court remember that you are a silent support. This means you do not talk or give your opinion.

## Responding to the Office of Institutional Equity and Compliance (OIEC)

### General Information

The Office of Institutional Equity and Compliance is responsible for ensuring the UNC community is inclusive and supports equitable opportunities for every student. Title IX investigates instances of gender-based discrimination, including sexual harassment and assault.

- **The Role of a Title IX Investigator:** The role of a Title IX investigator is to collect information from students and determine whether someone in the UNC community is responsible for breaking the student or professional code of conduct. Title IX investigators are not confidential.
- **The Role of the ASAP Advocate:** Advocates are responsible for listening to survivors, presenting options, and empowering survivors to make decisions that are right for them. ASAP advocates should be able to help survivors understand the Title IX process if they have questions or if it was not explained to them.

### ASAP Procedures

1. **Initial Call:** ASAP advocates are requested at the Title IX office for either pre-scheduled meetings/interviews, or if a student walks in and would like to speak to someone confidentially. On most occasions, these requests will be made during business hours, so the ASAP office can



normally respond. However, if that is not an option, you may be requested to respond while on-call. Once you arrive at the office, someone from Title IX will give you a brief overview of the situation and you will meet with the student.

2. The Office of Institutional Equity is located on the 3rd Floor of the UC, next to the Panorama room. Door located by the conference and event spaces.
3. **On-Going Investigation:** The survivor has the option to have an ASAP advocate present through every stage of a Title IX investigation and lend support if needed.
4. If you plan to attend any other meetings with Title IX, remember you are a silent support. You should not talk or give your opinion.

## Responding to a Crisis Call

### General Information

ASAP advocates should only respond in person if it is to the UNCPD, a campus residence hall, to the hospital, to Title IX, or to accompany a survivor to court or another meeting on campus. ASAP advocates will not respond in-person to a personal residence, public space, or to non-UNC survivors.

**UNC Student:** If the caller is a UNC student, support them, provide resources, and set up a follow up meeting in the ASAP office or via phone call. Let them know about ASAP services and the type of support the ASAP office can provide.

**Community Members Outside the UNC Community:** If you receive a RAINN call or a caller who is not a part of the UNC community, talk to them about their options and provide them with a referral to a local advocacy center for on-going advocacy and support.

### How to Handle Suicidal Ideation

Suicidal Ideation is common. Having thoughts of suicide does not necessarily mean someone will carry out a suicide or a suicide attempt. Keeping this in mind, it is also important that you take thoughts of suicide or indicators of suicide seriously. As an advocate, your role is to be able to notice signs that someone has suicidal thoughts and connect them with a mental health professional and resources. If you feel someone might be suicidal, it is critically important that you ask them if they are having thoughts of suicide or killing themselves.

1. If you feel someone is at risk of harming themselves, it is important to immediately connect them with counseling.
2. If working with a UNC student over the phone, transfer their call to the UNC Counseling Center,
  - a. 970-351-2496
3. If working with a UNC student in person, the survivor should be walked over to the Counseling Center for an emergency intake appointment

### How to Handle Escalated Callers, “Line Abusers,” or Perp Callers

1. Sometimes individuals will not be right for the services ASAP provides or use the crisis line inappropriately.
2. As an advocate, if you encounter this, you have every right to assert your boundaries and let the person know you are ending the call.



3. If someone is yelling at you or being rude, you can say something like, “If I can help you with something, please let me know, otherwise I will end this call.” If they continue to yell or use negative language you should hang up.
4. Please write down information that could be identifiable about this person. If they request to remain anonymous, please write down details and information about the situation they are calling about.
  - a. Often these callers will use similar or the same scenarios. This will be important if this person continues to utilize the crisis line inappropriately to show a pattern of use.
  - b. If you have had multiple calls from the same caller and they are inappropriate, let the Assistant Director know so they can speak with this individual.
5. Sometimes “perps” may call the line for another form of gratification. Signs you may be talking to a perpetrator are detailed descriptions of violent and aggressive sexual acts, not letting go of talking about it (rather than allowing the advocate to talk about services and resources) or asking for information about someone who called or used ASAP services. If you attempt to provide resources but the caller is really focused on giving unnecessary details about what happened, you can let them know you will be ending the call unless they can identify something you can help them with.

### Safety Considerations and Transportation

1. When responding to ASAP calls, advocates should give only their first name. This is for safety, as well as to maintain privacy.
2. Advocates should not respond in person to any off-campus housing. Work with the survivor over the phone and encourage them to set up a follow up appointment with you in the ASAP office.
3. If an advocate is feeling unsafe responding in person to a call to a residence hall, call UNCPD for a police escort.
4. Advocates may NOT use their personal vehicle to transport survivors and their concerned others.
5. Please use caution and be safe when driving on ASAP business (i.e., wear seatbelts, obey traffic regulations, etc.)
6. If survivors need transportation, brainstorm with them trusted people they could contact to help, or UNCPD may be able to transport someone.
  - a. If neither of those are an option, ASAP will reimburse for a Taxi, Lyft, or Uber. Please have the survivor supply the receipt either by email or in person for the amount to show the amount due for reimbursement.
7. Do not give out the cell phone number of any ASAP advocate. If a specific advocate is requested, the on-call advocate should offer their services and explain they are the advocate on call. If the survivor would prefer to work with a specific advocate, let them know they can contact the ASAP office during business hours and the advocate will be notified to reach out for a follow up. Please make sure to get up to date contact information and ask if it is ok to leave a message. The on-call advocate should always let the ASAP office know so a follow up can be scheduled.

### Inclement Weather Policy

The ASAP Office will close during business hours if the UNC campus is closed due to a weather event. If the ASAP Office is closed on non-holidays, the on-call advocates will be responsible for the crisis line. However, if the University is closed due to inclement weather, advocates on call should use discretion when responding to call outs. If they feel comfortable walking or if they live on campus, then they can

respond. If it is unsafe to drive because of the condition of the roads, advocates should not be driving. If possible, work with the survivor over the phone or via Teams/Zoom and set up a time to follow up in the ASAP office later. If an advocate decides they feel comfortable to drive, please be careful and look at CDOT's website for any road closures.

### **University Closures Over Breaks**

When the University is closed, so is the ASAP office. During any holiday break, advocates are not required to be on call or to respond to call outs. If an advocate would like to volunteer being on-call during any breaks, they can do so. The Assistant Director and Graduate Assistant will be on-call and will respond via phone to any crisis calls.

## SECTION FOUR: ADVOCATE'S REPORTS

### Initial and Follow-Up Reports

#### Initial Reports

1. For every single interaction with a new survivor, whether in-person, via phone, or via email, an initial report must be logged in the ASAP SharePoint.
2. Initial reports must be submitted in a timely manner. If the contact occurred in the office, the report should be filled out before the advocate leaves the office for the day. When responding on call, the report should be filled out within 24 hours.
3. Advocates must be ACCURATE in filling out Contact Report Sheets.
  - a. Spelling of names, correct times, pronouns, and dates are important.
  - b. Advocates will write down only the facts and experiences told to them by the survivor and/or concerned others. If unclear about information, advocates will ask questions and seek clarification, rather than guessing or making assumptions.

#### Follow-Up Reports

1. This report would be appropriate for any follow-up contact which would include:
  - a. Police interviews;
  - b. Contacts with concerned others;
  - c. Contacts with others on campus, after receiving an ROI;
  - d. Court-related advocacy; and/or;
  - e. Any services provided after the initial contact.
2. Follow-Up reports must be filled out within 24 hours after contact.
3. Follow-Ups include any contact made face-to-face, via phone, or via email.

#### Releases of Information (ROIs)

A release of information is a written document that identifies a survivor's willingness to allow the ASAP office to provide information about their situation to specific identified people during a specific period.

#### Privacy

1. Most of the information we collect about survivors is "confidential." Confidential means only survivors and ASAP advocates and staff have access to their information, others do not. Sometimes statistics (numbers) and other anonymous data will be taken from the information we collect. This is called "public" and is open to anyone, but it will not give out names, or identify a survivor in any way.
2. If an ASAP advocate does not have an ROI signed, advocates will not identify or release any information about a survivor that has come in for services through the ASAP office.
3. If someone calls asking for information about someone, advocates must say they can neither confirm nor deny this person has worked with the ASAP office. This is to protect the confidentiality of survivors.
  - a. If the person on the phone is persistent and becomes escalated refer them to the Assistant Director of Graduate Assistant.
4. The only exception to this is if a survivor's records were subpoenaed by court.
5. A common way advocates will use releases of information is to send academic intervention letters from ASAP to help negotiate extensions on papers for courses, rescheduling of exams, obtaining

an incomplete in a course, and/or contacting their employer regarding a work schedule. If a survivor makes such a request:

- a. Ask if the survivor wishes to talk with the professor/employer with or without ASAP staff, and then assist them in formulating their plan.
- b. Discuss if the survivor wishes to have assistance in notifying professors that they have been involved in a traumatic incident. If so, the survivor will fill out and sign an Academic Intervention Release of Information
- c. This form will be given to the Assistant Director or Graduate Assistant
  - i. Only the AD and GA can send out letters of academic intervention
  - ii. Paper copies of all ROIs are kept in a secured, locked location that only the AD and GA will have access to
- d. If it is not a professor the survivor needs help communicating with, the survivor can complete the general Release of Information form
  - i. Some common examples of use:
    1. Sports coach
    2. Fraternity and Sorority leadership

#### For Survivors: Access to Personal Records

1. Survivors have the right to see any records kept on their case.
2. Any request for their records should be given to the Assistant Director or Graduate Assistant.
3. Records are available to survivors at no cost.

## SECTION FIVE: DISCIPLINARY PROCEDURES

We expect advocates to take their role supporting survivors very seriously. The work advocates do is important and could positively or negatively impact a survivor for a long time. Advocates must know their own attitudes, beliefs, and feelings and keep them separate from survivor issues. Advocates must provide services in a nonjudgmental manner.

### Limit-Setting and Personal Values

ASAP advocates have a responsibility to recognize both personal needs and limitations. If an advocate is unable to be present with a survivor because of stress in their own life, or issues that are personally sensitive, they are responsible for realizing that and taking action to see the survivor gets the help they need from someone else.

1. If personal stress is affecting an advocate's ability to serve ASAP, it is the advocate's responsibility to talk with the ASAP Assistant Director.
2. If issues arise that an advocate is uncomfortable discussing with a survivor, it is the advocate's responsibility to recognize their own limitations and consult with the Assistant Director.
3. Also, if a survivor is asking for something that is not covered by the ASAP program (long-term therapy, etc.) or they have a question you cannot answer, please seek advice and help, do not make up an answer or provide false information.
4. ASAP advocates must understand and act within certain limits that define relationships with survivors as purely professional. These limits, or boundaries, define and establish the survivor-advocate relationship.
5. Self-Disclosure: As an ASAP advocate, you are there to support the survivor. Self-disclosure of experiences with sexual assault or intimate partner violence is never acceptable. It is important that you stay focused on the survivor you are supporting, stay neutral, and impartial. If someone asks you about your own experiences, you should respond like "we are here to talk about you."
6. Friendship with a survivor can be exploitative, as it may lead to boundary erosion, role confusion, and feelings of attraction. Friendship can also take the focus off the survivor's needs and issues. Advocates are responsible for modeling healthy boundaries, keeping in mind the power imbalance between the survivor and the advocate.
7. ASAP advocates should not work with survivors who are friends, roommates, relatives, or otherwise closely related. If an advocate receives a call and then learns the survivor is someone they are close to, the advocate will arrange to have another advocate provide services.
8. If for any reason an advocate feels that another advocate should be assigned to a particular case, please do not hesitate to contact the Assistant Director or Graduate Assistant. Reasons might include burnout, unresolved value conflict with the survivor, etc.

### Inappropriate Behaviors

#### Level I

1. Creating and fostering dependency (e.g., care taking and "mothering");
2. Enabling and rescuing;
3. Accepting and encouraging frequent phone calls during your personal time;
4. Projecting your own feelings and issues onto the survivor;
5. Over-identification with the survivor;

6. Favoritism – giving a survivor special status or treatment; and
7. Inappropriate and/or excessive personal disclosure.

### **Level II**

1. Inviting a survivor to your home;
2. Inviting or accompanying a survivor to social events;
3. Accepting gifts or giving gifts to a survivor;
4. Asking or allowing a survivor to do personal favors for you (e.g., type a paper, run errands);
5. Lending a survivor money, clothes, your car; and
6. Competing or interfering with a survivor's relationship with their therapist.

### **Level III**

1. Using drugs/alcohol during meeting with a survivor;
2. Sexually explicit conversations with sexual intent;
3. Sexual comments and innuendos;
4. Promise of a future relationship together;
5. Kissing;
6. Touching breasts/genitals; and
7. Intercourse

Sexual contact between advocates and survivors is prohibited. Sexual contact is defined as, but is not limited to, sexual intercourse or any type of contact to the breasts or genital areas. Sexual contact is forbidden even when:

1. The/survivor initiated the contact;
2. The survivor consented to the contact;
3. The contact occurred outside the office; and/or
4. Services with the survivor have been terminated.

Any survivor subjected to sexual exploitation or abuse by an advocate may file a complaint with the program Assistant Director and/or a Title IX Investigator.

1. If another advocate knows or suspects that an advocate is engaging in, or has engaged in, sexual contact with a survivor, the advocate is obligated to file a complaint with the Assistant Director.
2. In keeping with Colorado statutes and professional codes of ethics, advocates are not to engage in any form of sexually exploitative behavior. Consent between the survivor and the advocate is not considered a defense. Advocates must be cognizant of appropriate boundaries at all times. Advocacy helps build self-reliance, not dependency.
3. Advocates failing to comply with this policy may be subject to disciplinary action and discharge from the program. Sexual exploitation is a violation of Colorado Criminal Sexual Conduct Statutes, and criminal investigation and prosecution may follow.

### **Performance Improvement and Grievance Procedures for ASAP Advocates**

The following actions may result in an individual's termination as an ASAP volunteer:

1. Excessive absence from ASAP mandatory meetings;
2. Meeting with survivors on a personal or social basis;

3. Showing attitudes, behaviors, or prejudices which interfere with or are opposed to the philosophy and purpose of ASAP;
4. Being under the influence of drugs or alcohol while on-call or in the office;
5. Misrepresenting oneself in regard to previous experience;
6. Violating survivor confidentiality guidelines;
7. Poor performance;
8. Failing to follow program policies and procedures; and/or
9. Unwillingness to receive supervision, integrate feedback, or resolve conflicts appropriately.

Any violation of program policies or procedures may result in one or more of the following actions:

- Verbal Warning – A conversation will be conducted with the Assistant Director and Graduate Assistant.
- Written Warning – A written warning, in the form of a Performance Improvement Plan, will be issued by the Assistant Director.
- Temporary Supervised Status – The advocate will be asked to undergo additional training or supervision for a period of time, while not being allowed to meet with survivors alone.
- Termination – The advocate will be terminated permanently from all work-related activity, and documentation will be provided to the permanent record and to all supervisory staff.

### Survivor Complaint Procedure

1. If you feel that any of your rights have been violated in any way, you may take the following steps:
  - a. You may confront or tell the advocate, with whom you have a complaint, how you feel about the way you have been treated.
  - b. If you are not satisfied with the response or feel that you cannot speak directly with that person, you can request a meeting with that individual's immediate supervisor, the ASAP Graduate Assistant or Assistant Director. They may ask or assist you in putting your complaint into writing. You or the AD/GA may request a meeting with all participants involved.
  - c. If you feel that the outcome of this meeting is unsatisfactory, you may ask to speak with the Director of the Counseling Center.
  - d. You may send a written copy of your complaint to the Director of the Counseling Center and the advocate's immediate supervisor, the ASAP Graduate Assistant or Assistant Director.
  - e. If the nature of your complaint is illegal behavior, you may wish to file a police report or take civil action.