



Virtual CUES to support survivors of intimate partner violence:

(C) Confidentiality

(UE) Universal Education and Empowerment

(S) Safer Supports

“Hi (Insert client’s name), so good to hear your voice. Is this still a good time to talk? I've been thinking so much about you. How are you (or you and your kids) doing?”

Privacy

Is there any chance you can take yourself out for a walk while we talk?” “If not, no worries, sometimes it’s just nice to have another adult one on one to talk with so we can focus on each other.”

Ideas for privacy: Locations: the closet, garage, in the car, basement, on the roof, in the bathroom

If older children are present: Or “Can you have someone in the house watch the kids while you and I talk?” Or “Do the kids have a headset they can use while we are talking?”

Safer strategy, plan it up front: “I know while we are talking folks may walk into the room or the privacy situation can change—if you ever feel uncomfortable please feel free to change the subject and I will follow your lead.”

Immediate needs

Do a check in about immediate needs: “What do you need? Food? Diapers? Formula? Anything else that feels urgent I can help with?”

Support during COVID -19 – transition to CUES

“Because folks are isolated at home right now, part of what we are doing is sharing ideas about helping ourselves and others in our life that we care about—we know when we help others it helps us too.”

“I want to make sure everyone knows about a free confidential help for anything like anxiety, depression, relationship issues, or worries about COVID 19. You can Text ‘HOME’ to 741741 to connect with a Crisis Counselor.”

“One of the things we are also doing is sharing texts with simple ideas to help, if you are feeling sad or overwhelmed by COVID, that you can share with someone you care about too.” “When things are hardest, your words really matter.”

“Saying things out loud that are positive, like ‘together we will get through this’ or telling others how much you care about them makes a difference --when we say hopeful caring things out loud it can help ourselves and others.”

“Can I text you the online resource I mentioned, and other supportive messages, for you to share with friends and family members?”

www.futureswithoutviolence.org/Home-visitation-remote-support-during-covid-19

Text Scripts

(Text you can send after your script)

Quick thought for you 😊

Your words matter, even on the hardest day find away to say something positive:

“We are getting through this” or “together we are going to make things better.”

Saying hopeful things often, and out loud, can help us with stress.

- ✓ Love yourself—you deserve it
- ✓ Helping others can help us feel better too—
- ✓ Tell the folks you care about know how much they are missed and loved
- ✓ Talk with supportive people in your life

In a crisis? Text HOME to 741741 to connect with a Crisis Counselor about anything— anxiety, depression, relationship issues, or COVID 19.

(Please note, if your client speaks Spanish or another language please refer to SAMSHA’s The Disaster Distress Helpline, 1-800-985-5990-- <https://www.samhsa.gov/find-help/disaster-distress-helpline>)

Universal Education about healthy relationships and supports around intimate partner violence

“COVID-19 has made things harder for everyone.”

“While we are stuck at home, depending upon who we are with, stress can cause relationships to get harder too and when we are hurting, we may hurt each other or our kids. Yell or make someone feel ashamed. We may stop listening.”

“The question is what can help and where can we to go to find out how to get support?” “The reason I’m sharing this with you today about this is because we all know someone in a complicated relationship, but maybe don’t know what is available to help.”

“There is a confidential national domestic violence 24-hour hotline that has great ideas to help, and can connect people to local supports like advocacy, ways to be safer at home, and even hotel vouchers when people need to get away from home to be safe. If you would like, I can text you a link to text or chat, or the phone number, or you could write it down – what is comfortable for you?”

If they don’t want to write it down and say things are “fine.” Your response is: “I am glad to hear that, if anything should change, I am here for you.” And/Or, “No problem, we have the numbers handy if you ever know someone who needs them and want to help.”

If they do want to write it down: “Thanks so much, and you do know if something like this were ever an issue for you, I’m here for you. Any questions for me?”

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Text Scripts

(Text you can send after your script)

Quick thought for you 😊 Helping Others

- ✓ Everyone is feeling alone right now. Maybe where they live is hard. Maybe they are being hurt.
- ✓ We all need support now more than ever. To support others:
- ✓ Ask what things they have done in the past or are doing right now to help themselves feel less alone and safer?
- ✓ Call and text often. I love you, care about you, I miss you can be a lifeline—it may be the only support they have.
- ✓ Help them know they are not alone.

Don't forget that advocates can help support folks in complicated relationships:

<https://www.thehotline.org>

Please note! A safer strategy may be to route the client to a landing page for your home visitation program that has a mix of supports—Food Banks/Substance Abuse Help/Utility Help in addition to a section on 'Complicated relationships' rather than sending clients to the domestic violence hotline as we have done in this sample text to reduce the risk of potential retaliation by an abusive or controlling partner.

Disclosure

If disclosure happens: “Thank you for sharing with me, I am so sorry that happened or is happening to you-- no one deserves to be treated that way.”

The client may not be in crisis and could still use support.

“Remember you don't have to be in crisis to get support. A lot of people struggle in their relationships and it hurts. You are the expert on your life and family; you get to decide what is next. You are not alone and I am here to support you.”

“I can help you connect to advocacy services right now if you like—stay on the line with you—start a three- way call whatever you like.” Or, “I can give you the phone number so you can call when it is right for you; you can even text or chat.” Or, “If you would like, I can text you a link or the phone number, or you could write it down – what is comfortable for you?”

Script to do three-way call to DV hotline: Example: “Hi my name is Shannon, I work I am a home visitor in OR, and I have a client with me on the line who is having difficulties in their relationship and needed help and asked for me to help connect them to you.”