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## THREE STAGES OF A CALL OR VISIT

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***Before: Be aware of you own attitudes and knowledge about violence against women***

***Be aware of you own cultural biases, beliefs, prejudices, etc.***

- Safety and medical issues are first. Ask direct questions.

### ***HOW TO BEGIN***

- Introduce: Say who you are and why you are there.
- Establish a positive relationship: Listen carefully. Be respectful. Believe her.

### ***MIDDLE PHASE***

- Let her tell her story. Don't interrupt (unless she is in danger or is hurt). Use open-ended questions, be supportive.
- Help her say what she needs to. Help define the problem.
- Help her find her power: What are her strengths? What can she do?
- DO NOT: Give advice, make decisions, rescue or give false hope.
- DO: Let her know what your limits are (I'm not a lawyer).

### ***CLOSING PHASE***

- Give her feedback: What did you hear her say?
- As a team, start summarizing (ask for her help).
- Prepare her to deal with other agencies.
- She needs correct information to make decisions - if you don't know, tell her you'll find out.
- DO NOT tell her you are disappointed in her decision.
- DO tell her you are afraid for her (if you are).
- What's next? (Call again, Come in, Shelter, etc.)

**NOTE:** Sometimes the conversation starts going in circles. Tell her you feel like you're not getting anywhere. Summarize again. Tell her you are on a crisis line - you need to go. Invite her to call again or come in to talk.