



The Haven ANNUAL REPORT 2018

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William & Mary

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THE HAVEN ANNUAL REPORT

FY 17-18 Highlights/Reflections

During the 2017-2018 academic year The Haven continued developing and implementing core advocacy services to students who have experienced sexual misconduct and/or sexual harassment. Sexual misconduct includes sexual assault, relationship violence, sexual exploitation, and stalking. This is the second year The Haven has been under the direction of a full-time staff member. This year, The Haven Director focused on system response and ensuring the College has a timely, appropriate, and up-to-date protocol when first responders become aware of a disclosure of sexual misconduct. The protocol focuses on outlining each office's roles and responsibilities, assessing risk, offering timely resources, and ensuring staff understand their obligations with respect to compliance regulations. In addition, highlights from The Haven Director this year include:

- Documented **60** confidential reports and provided advocacy services to those individuals.
- Tracked **94** visits to The Haven resource center.
- Served as an advisor to **7** students going through a Title IX investigation.
- Conducted **30** training and public awareness events across campus.
- Implemented a robust **32-hour** volunteer training program for approximately **35** volunteers.
- Improved the recruitment and selection process of new volunteers, adding **16** new volunteers for the fall, 2018.
- Strengthened the capacity of volunteers to adequately respond to survivors of sexual and intimate partner violence utilizing a trauma-informed model.
- Collaborated with other college offices to improve campus response and prevention initiatives.
- Implemented an assessment to measure trauma-informed practices at The Haven.

This academic year, the Director focused on overall system response and improving the sexual misconduct infrastructure. The development of an improved sexual misconduct response protocol was a significant step in creating a robust system that is responsive to an array of student's needs, but most certainly to ensure timely health and safety resources. The Haven is in an excellent position to continue to provide dynamic trauma-informed services as a key part of the sexual misconduct prevention and response system at William & Mary.

Initiatives – Focusing on PER(Meaning)A-V

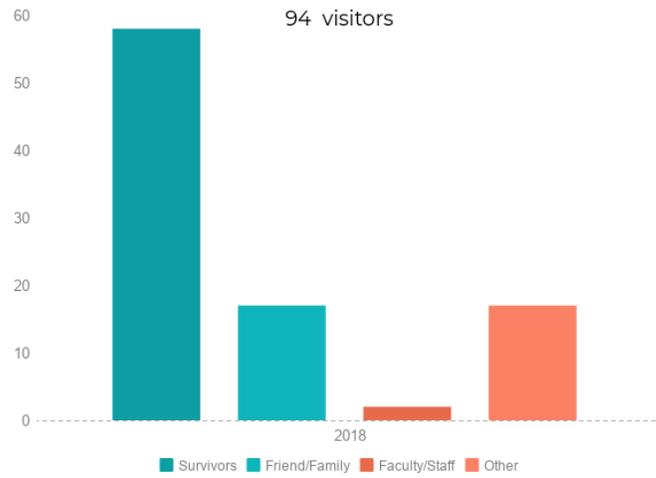
Trauma-Informed Advocacy has been implemented as a core value of The Haven's mission. A trauma-informed model includes five components: 1) providing information to survivors about the traumatic effects of assault/abuse, 2) creating an environment of respect that fosters personal agency, 3) offering opportunities for connection, 4) focusing on survivors' strengths, 5) cultural responsiveness and inclusivity. This model has become the basis for The Haven's assessment of visitor satisfaction which was implemented this year. In addition to understanding visitor satisfaction, The Haven improved its data collection on each visit. The Haven now tracks "type of visitor," "age (if known)," "reason for visit," and "type of violence experienced," in addition to the number of visitors each day.

The number of visits to The Haven decreased by 25% compared to the 2016-2017 academic year, but was still higher than the number of visits the previous year. This may be due to a number of factors. The Director of The Haven changed the shift report survey that volunteers must fill out for each shift. This may have improved the accuracy of data collection from previous years. Another explanation could be poor volunteer data entry, reducing the recorded number of visits to The Haven. Data entry practices are a crucial component of volunteer training and must be consistently monitored. The Director of The Haven responded to 60 new confidential reports this academic year, which is a 17.6% increase over last year.

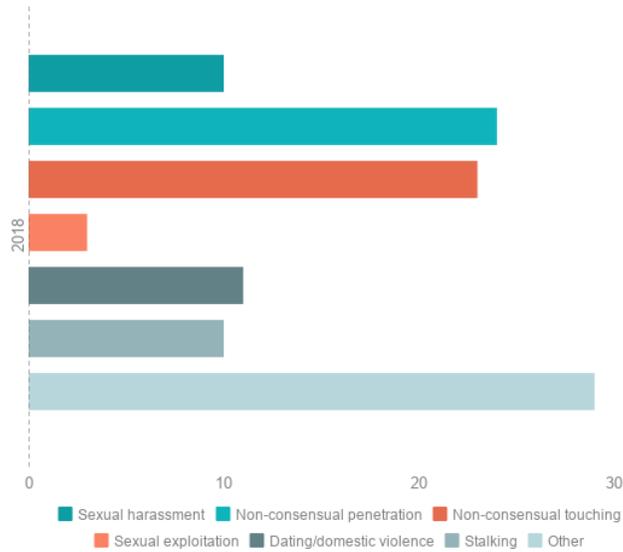
Trauma-Informed Advocacy services provided by The Haven relate to Seligman's Theory of Well-being/PERMA(V) in the areas of Relationships, Meaning, and Vitality. The relationship between survivor and advocate cannot be understated. After a trauma, trusting another person with the bio-psycho-social impact of such an event is very difficult. The Haven Confidential Advocates seek to start where the survivor is and create a positive relationship built on mutual respect and personal agency. Often, survivors will draw significant meaning from their personal experience and engage in other efforts across campus to raise awareness and prevent sexual and intimate partner violence. Finally, The Haven strives to improve physical and mental well-being in the aftermath of a traumatic experience by normalizing the trauma response and connecting students to acute or long term care providers.

William & Mary: The Haven

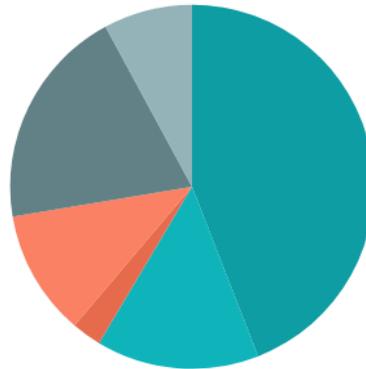
Visitors to The Haven



Type of Misconduct Experienced



Reason for Visit



■ Support (44.08%)
 ■ Info on TIX reporting (14.47%)
 ■ Info on PERK (2.63%)
 ■ Info on accommodations (11.18%)
 ■ Other info/resources (19.74%)
 ■ Other (7.89%)

The Haven's 32-hour volunteer training program has two components: 1) a 16-hour core training program that must be completed before volunteers can start taking shifts in The Haven, and 2) an additional 16 hours of training comprised of monthly continuing education sessions and educational opportunities. Approximately **35** volunteers attended the core training at the beginning of fall semester 2016. Sophomores, juniors, and seniors are eligible to become Haven volunteers and continue in their role until resignation or graduation. The following core training, continuing education and self-care events occurred this past year:

- 08/29/17 - CEDU: Haven Volunteer Core Training kick-off
- 09/02/17 - CEDU: Haven Volunteer Core Training
- 09/03/17 - CEDU: Haven Volunteer Core Training
- 10/29/17 - Haven Pumpkin Carving self-care event
- 11/01/17 - CEDU; PERK Blind Reporting w/ Forensic Nurse, Beth Walters
- 11/17/17 - CEDU: Sexual & Domestic Violence in Native Communities w/ Prof. Sarah Deer
- 12/13/17 - Haven self-care study break in Swem Library
- 02/21/18 - CEDU: Sexual and Intimate Partner Violence in the LGBTQ community
- 04/14/18 - CEDU: TAP Challenge Course for Haven volunteers
- 04/22/18 - Haven volunteer appreciation event
- 04/29/18 - Haven volunteer self-care retreat

*The volunteer training program relates to Seligman's Theory of Well-being/PERMA(V) in the areas of Engagement, Relationships, Meaning, Accomplishment, and Vitality. Student volunteers commit a substantial amount of time being trained on Trauma-Informed Advocacy and the impact of trauma, campus reporting options and policies/procedures, campus and community resources, counseling services, legal services, and services that meet the needs of underserved student populations. They take tremendous care in understanding their role and recognize the courage it takes for another student to disclose an experience of assault or abuse. There is a high level of engagement and experiential learning throughout the training program in order for volunteers to connect with the seriousness and responsibility of their role and to establish boundaries and self-care skills. Many positive relationships are built among volunteers and between volunteers and the Director of The Haven. **Many volunteers find meaning through The Haven by belonging to a group that serves a bigger purpose across campus. Being a Haven volunteer provides students with a sense that they are positively impacting the William & Mary community, not only with the individual lives they touch, but feeling they are part of addressing a larger societal issue that impacts campuses across the nation. They contribute to helping visitors feel they are believed, seen, and heard and that William & Mary is a place they belong, despite having experienced trauma. Many volunteers feel accomplished in learning the core tenants of advocacy and confidence in helping others. One of the core training elements in The Haven volunteer training program is self-care. It is critically important that The Haven volunteers practice self-care techniques, as their role can be emotionally burdensome. In the area of mental health, volunteers learn tools and techniques to strengthen their self-care routines. These tools carry over into many other aspects of the volunteers' lives. Having good self-care skills will be invaluable well beyond their time at William & Mary.***

“The Haven community will be one of the groups on campus that I will miss the most in my post-grad life” - Haven volunteer

The Haven Advisory Board is comprised of 4-6 William & Mary students with at least 2 semesters of confidential advocate service experience at The Haven. The function of The

Haven Advisory Board is to 1) provide input to policies and procedures related to the functions and operations of The Haven and its volunteers, 2) assist with managing the day to day operations of The Haven including scheduling, maintaining supplies and resources, marketing, awareness programming, providing a welcoming and clean space, and volunteer management and recruitment, 3) recruit and select members of The Haven Advisory Board when there are vacancies, and 4) provide input to and implement a strategic plan that advances the mission of The Haven. The Haven Advisory Board meets weekly.

*The Haven Advisory Board role relates to Seligman's Theory of Well-being/PERMA(V) in all areas. Students on the Advisory Board have the opportunity for high levels of satisfaction, **engagement in meaningful change on campus**, belonging to a community of like-minded students, and creating long-lasting professional and personal relationships. They hold a leadership role with other volunteers and students at large which contributes to a sense of accomplishment.*

Survivor-Centered Initiatives, beyond The Haven's Trauma-Informed Advocacy services, are important to foster healing, connection, and belonging. The Haven seeks to go beyond a "crisis response" and provide opportunities for survivors that contribute to improved health and well-being. Trauma from sexual and intimate partner violence can last months or years and as students navigate the aftermath of trauma, opportunities on campus for continued healing and support are important. "Horizon" is a student-led, peer-based group for students who have experienced sexual assault and/or sexual harassment that began in the fall of 2016. The four core values of Horizon are: 1) Peer-Based, 2) Self-Determination, 3) Survivor Autonomy, and 4) Connection. These four values also serve as group guidelines. The purpose of Horizon is to build social and emotional well-being through connection and support with other survivors. Horizon is not a group facilitated by licensed or clinical therapists and does not intend to replace the need for, and benefit of, professional therapeutic interventions. HORIZON is facilitated by trained students who are also survivors, under the supervision and guidance of the Director of The Haven. This academic year, 11 students participated in Horizon.

The Haven also piloted an art therapy group in collaboration with the Counseling Center. The program offered students who have experienced trauma to engage in a 10 week group with a licensed art therapist. For some, traditional talk-therapy can feel limiting and/or re-

traumatizing. More and more, opportunities that are arts-based are being explored as another avenue for survivors of trauma to heal, connect, and feel grounded. The pilot group was conducted in both the spring and fall semesters. Four students participated in the groups. The group was highly successful and The Haven hopes to offer this on an ongoing basis.

*Survivor-centered initiatives relates to Seligman's Theory of Well-being/PERMA(V) in all areas. Survivors lack opportunities to connect with others who have had similar experiences. Experiencing trauma can feel isolating and lonely. Engaging in activities with others who can relate can increase well-being and positive emotions. **Providing opportunities for engagement that ground trauma survivors can be very powerful and provide meaning and belonging.** Often survivors feel like they are not alone after engaging in positive relationships with others and feel accomplished in engaging in an activity that connects them to nature and the outdoors, expanding physical and mental health outlets.*

Collaboration with the Sexual Assault Prevention and Response Infrastructure has been an integral part of the 2017-18 academic year. Routinely, the Director of The Haven met with the Sexual Violence Prevention Specialist, attended weekly Dean of Students staff meetings, attended monthly Compliance and Equity staff meetings, and attended weekly Title IX meetings. The Haven Director collaborated with the Dean of Students Office, Office of Compliance and Equity, Office of Health Promotion, W&M Police, Counseling Center, Student Health, Student Leadership Development, First Year Experience, and Residence Life throughout the year. The most significant accomplishment in this area has been the development of a new Sexual Misconduct Response Protocol (see Appendix). The Director of The Haven led the drafting process which began last summer and involved a number of feedback sessions. The leadership of each office was asked to review the protocol and provide input/feedback to the document. A series of trainings on the protocol were held with leadership and then with each department's larger staff. The protocol focuses on outlining each office's roles and responsibilities, assessing risk and offering timely resources, and ensuring staff understand their obligations with respect to compliance regulations.

The collaboration with the sexual assault prevention and response infrastructure relates to Seligman's Theory of Well-being/PERMA(V) in the area of Relationships. Strong professional relationships support long-term job satisfaction and also improve collaboration, trust, and

accountability. This is especially critical when addressing serious issues such as sexual and intimate partner violence.

Public Awareness of The Haven Services continues to be a priority. The Director conducted 30 in-service trainings or public awareness events this academic year with a variety of staff, faculty and students. Highlights include:

- Sexual Assault Response Protocol training with the following offices: Dean of Students Office, Student Health, Counseling Center, Residence Life, Athletics, and Center for Student Diversity
- Sexual Misconduct Response for Residence Assistants (RA's) with Residence Life
- Student Affairs Policy and Protocol Training for new employees with the VP's office
- Sexual Harassment training with the staff of University Advancement
- Fall and spring orientation, "Making a Tribe Choice," with Office of First Year Experience
- A variety of trainings with Fraternities/Sororities and other student organizations on how to respond to sexual misconduct
- A Title IX collaborative panel for student organization, 16IX3
- Guest Lecturer in Health Psychology class

*Public awareness of Haven services relates to Seligman's Theory of Well-being/PERMA(V) in the areas of Relationships and Meaning. To achieve culture change that will reduce the perpetration of sexual and intimate partner violence, we must establish relationships with the whole campus community and promote community-level culture change. **Part of that change includes "meaning," the belief that we all impact the type of climate we have on campus and that we are all integral in preventing sexual and intimate partner violence. Each individual sees the larger "we" and believes in creating a community that does not tolerate sexual and intimate partner violence.***

Data Analysis/Decision Making

In October 2017, The Haven Director completed an assessment plan as part of a required activity within the Division of Student Affairs. Assessment is at the core of program planning and is an essential element in program improvement. In alignment with the Division of

Student Affairs' strategic objectives, three areas of The Haven's functions will be assessed as followed.

Learning/developmental (Outcome 1) - *Survivors who visit The Haven will be better prepared to choose their next steps*

- Implement The Haven 16 hour volunteer training program each fall and 16 hours of continuing education each spring. The training includes Trauma-Informed Care and Self-Care; Grounding Skills; SV/IPV Statistics and Definitions; Risk Assessment; Safety Planning; Rape Myths; Crisis Response, Communication, and Impact of Trauma; Boundaries; Policies and Procedures; Confidentiality; Title IX Reporting; Conduct Office and Accommodations; and On/Off Campus Resources.
- Implement The Haven Visitor Assessment to measure visitor satisfaction.

Results:

While The Haven Visitor Assessment collected some interesting data, the number of visitors taking the survey was very low. A total of 18 visitors took the survey reducing the ability to draw any confident conclusions. This is the first year the survey has been administered and considering the population it is understandable visitors would be less inclined to provide feedback. Improvements to survey administration in order to increase participation need to be considered. With that said, **71%** of visitors felt more prepared to choose their next steps.

Admin/Operational (Outcome 2) - *The Haven confidential advocate can identify appropriate resources and options for survivors*

- Implement The Haven 16 hour volunteer training program each fall and 16 hours of continuing education each spring. The training includes Trauma-Informed Care and Self-Care; Grounding Skills; SV/IPV Statistics and Definitions; Risk Assessment; Safety Planning; Rape Myths; Crisis Response, Communication, and Impact of Trauma; Boundaries; Policies and Procedures; Confidentiality; Title IX Reporting; Conduct Office and Accommodations; and On/Off Campus Resources..

Results:

- **20** volunteers completed The Haven Core training assessment
- The average score was **87% correct**, consistent with last year's average (86%).
- Volunteers scored highest on information and resources related to: providing all visitors information on The Haven confidentiality policy, prohibiting the removal of

visitor data from The Haven, trauma-informed services, Avalon services, communication skills, and following the emergency protocol.

- Volunteers scored lowest on the role of the Compliance and Equity Office and the Domestic Violence Law Clinic.
- There was a significant improvement of volunteer's knowledge about the limitations of The Haven's confidentiality over last year.

Diversity/Inclusion (Outcome 3) - *The Haven confidential advocate is respectful of visitors' personal identities and diversity*

- Implement The Haven 16 hour volunteer training program each fall and 16 hours of continuing education each spring; recruit Haven volunteers who represent the diversity of the campus; partner on programming with offices who promote diversity and inclusion.
- Implement The Haven Visitor Assessment to measure visitor satisfaction.

Results:

While The Haven Visitor Assessment collected some interesting data, the number of visitors taking the survey was very low. A total of 18 visitors took the survey reducing the ability to draw any confident conclusions. This is the first year the survey has been administered and considering the population it is understandable visitors would be less inclined to provide feedback. With that said, **100%** of visitors "strongly agreed" or "somewhat agreed" in the domain of "cultural responsiveness and inclusivity." There are areas for improvement under "privacy, autonomy, and trust" that will be addressed with volunteers in the fall.

Please see more detailed data on pages 13-15.

Privacy

Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
My privacy was respected.	50.00%	20.00%	10.00%	10.00%	10.00%	10
I felt supported when I was feeling stressed out or overwhelmed.	55.56%	11.11%	22.22%	11.11%	0.00%	9
I decided what I wanted to talk about.	50.00%	37.50%	0.00%	0.00%	12.50%	8
I was treated with dignity.	70.00%	30.00%	0.00%	0.00%	0.00%	10
The choices I made were respected.	62.50%	37.50%	0.00%	0.00%	0.00%	8

Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
I could share things about my life on my own terms and at my own pace.	50.00%	30.00%	20.00%	0.00%	0.00%	10
I felt confident staff/volunteers could handle difficult situations.	44.44%	33.33%	0.00%	11.11%	11.11%	9
Staff/Volunteers earned my trust.	62.50%	12.50%	12.50%	12.50%	0.00%	8

Please rate the following statements based on your experience with The Haven or Horizon.

Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
The strengths I get from my culture or family ties were respected.	75.00%	0.00%	25.00%	0.00%	0.00%	4
Staff/Volunteers were knowledgeable about on and off campus resources.	66.67%	16.67%	16.67%	0.00%	0.00%	6
Staff/Volunteers were knowledgeable about my options.	66.67%	16.67%	16.67%	0.00%	0.00%	6
I felt more prepared to choose my next steps.	71.43%	14.29%	0.00%	14.29%	0.00%	7

Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
I learned how abuse or assault affect peoples' ability to think clearly and remember things.	50.00%	16.67%	16.67%	0.00%	16.67%	6
I was given the opportunity to connect with others who have similar experiences.	60.00%	20.00%	0.00%	0.00%	20.00%	5
The strengths I have gained through my life experiences were acknowledged.	40.00%	20.00%	40.00%	0.00%	0.00%	5

Please rate the following statements based on your experience.

Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
My cultural background was respected.	100.00%	0.00%	0.00%	0.00%	0.00%	4
My religious or spiritual beliefs were respected.	100.00%	0.00%	0.00%	0.00%	0.00%	4
My sexual orientation was respected.	100.00%	0.00%	0.00%	0.00%	0.00%	5
My gender identity/expression was respected.	100.00%	0.00%	0.00%	0.00%	0.00%	5
The challenges I face as an international or undocumented student was understood.	100.00%	0.00%	0.00%	0.00%	0.00%	2

Challenges

As The Haven Director becomes more integrated into the campus and response systems, capacity becomes stretched. The steady flow of students in need of one-on-one advocacy services overwhelms the other functional areas of the office. Opportunities for volunteer connection and relationship building can suffer due to time constraints and the urgency of responding to crisis. In addition, some of the ongoing checks and balances can decrease. For example, checking on whether a volunteer has filled out their shift report becomes less of a priority when overwhelmed with response, but the long term impact is poor data collection. Fostering leadership among volunteers has also been a challenge with time constraints. Unpaid student volunteers are less motivated to follow through on duties and expectations of the role. Identifying key volunteer roles and duties, along with manageable supervision could help improve these areas.

Professional Service/Recognition

The Director of The Haven has participated in the following committees:

- **Coordinating Committee for the Prevention of Sexual Assault and Harassment** - The Director of The Haven is a member of this committee that meets monthly. The

committee works to support the Title IX Coordinator/Office in advancing efforts to address the issues of sexual assault & harassment.

- **Prevention, Education, and Advocacy Sub-committee (of the Coordinating Committee)** - The Director of The Haven co-chaired this committee with the Sexual Violence Prevention Specialist. This committee focuses on building a campus-wide primary prevention program beyond initiatives for first-year students.
- **Fraternity and Sorority Life** - The Director of The Haven is a member of the Fraternity/Sorority Life Sexual Misconduct Prevention Steering Committee charged with implementing the recommendations derived from the Fraternity/Sorority Life Task Force on Sexual Assault and Harassment Prevention.
- **Healthy Campus 2020 Committee** - The Director of The Haven participates as a member of this committee, meeting bi-monthly to develop initiatives that support the eight dimensions of wellness.
- **Campus Connect Training Team** - The Director of The Haven participates as a trainer for a suicide prevention initiative aimed at recognizing warning signs for suicide and making appropriate referrals to mental health professionals.
- **James City County Alliance on Violence Against Women** - The Director of The Haven is a member of this county-wide coordinating committee.

Professional Associations:

- **ACPA** - Director became member in fall of 2016
- **NASPA** - Director became member in spring 2017
- **CAPPA** - The Campus Advocacy and Prevention Professional Association (CAPPA), 2016
- **Virginia Sexual & Domestic Violence Action Alliance**, Director is a Lifetime Member, 2016

Awards Recognition:

- The Director of The Haven received the **2018 Flourishing Award**, which recognizes those in the W&M community who demonstrate an intentional commitment to integrative wellness and the core principles of flourishing: positive emotions, engagement, positive relationships, living with meaning/purpose, self-improvement/achievement, and vitality (PERMA-V).
- The Director of The Haven received a **Golden Griffin Award** on September 6, 2017 for exemplary work that reinforces the core value of Student Centeredness within the Division of Student Affairs.

Campus Collaborations

Current Office Collaborations:

- A major collaboration of the academic year was developing and implementing a new Sexual Misconduct Response Protocol. The Haven Director collaborated with the Dean of Students Office, Office of Compliance and Equity, Office of Health Promotion, W&M Police, Counseling Center, Student Health, Student Leadership Development, and Residence Life in developing and implementing the new protocol.
- Another new collaboration this year was with Health and Wellness. The Haven Director collaborated with an art therapist to implement a therapeutic arts group for survivors of sexual misconduct. The program offered students who have experienced trauma to engage with alternative supports that can foster healing and connection using art.
- Another collaboration with Health and Wellness, specifically with the Sexual Violence Prevention Specialist, was the development of a video series to help students understand the resources on campus by specifically introducing staff to students. As part of the series The Haven was featured in a wonderfully produced video.
- Fraternity and Sorority Life - The Director of The Haven is a member of the Fraternity/Sorority Life Sexual Misconduct Prevention Steering Committee. This committee is charged with implementing the recommendations derived from the Fraternity/Sorority Life Task Force on Sexual Assault and Harassment Prevention (Task Force). The Director has also been heavily involved in the development and implementation of the "Supporting Survivors Program," one of the recommendations from the Task Force. The Director worked with Fraternity and Sorority Life council members to establish a train-the-trainers program in which members conduct trainings with their chapters on supporting survivors and resources on campus regarding sexual assault. Work to implement the recommendations continues.
- Healthy Campus 2020 Committee - The Director of The Haven participated as a member of this committee meeting bi-monthly to develop initiatives that support the eight dimensions of wellness. The Haven participated in collaborations with many offices on the committee to improve health and wellness promotion across the campus.
- Tribe Adventure Program - The Haven offers a program in collaboration with the Campus Recreation Tribe Adventure Program (TAP). The program offered students who have experienced trauma to engage with alternative supports that can foster healing and connection in a recreational setting.

- Collaboration with First Year Experience - The Director of The Haven collaborated with the Office of First Year Experience, Dean of Students Office, and Office of Health Promotion to plan orientation and extended orientation for first year students to ensure understanding of sexual misconduct, student's rights, campus resources, and an increased knowledge of consent and healthy relationships. Planning continues to improve the orientation content related to sexual misconduct and prevention.
- HOPE - The Director assisted Health Outreach Peer Educators with special events such as Take Back the Night and events planned for SAAM (Sexual Assault Awareness Month).

Future Collaborations:

The Haven Director would like to continue collaboration with the Compliance and Equity Office. Specifically, The Haven would like to develop a system for collecting confidential, non-identifying data from the Counseling Center, Student Health, and The Haven in order to capture more accurately students who have experienced sexual misconduct and utilized these resources on campus. In addition, The Haven would like to collaborate with the Reves Center to improve information for students who are planning to travel abroad regarding sexual misconduct and address any challenges to response efforts for students who experience sexual misconduct while they are abroad.

2018-2019 Priorities/Goals

The mission of The Haven is to produce a dynamic trauma-informed resource center at William & Mary for individuals affected by sexual violence, intimate partner violence, stalking and/or other gender-based discrimination to foster empowerment, autonomy, connection, and healing.

Goals for the upcoming academic year include:

1. The Haven will implement a visitor assessment by September 2018, completed by 50 visitors over the academic year, to measure quality of services.

Action steps - update visitor assessment by August 31, 2018, begin to administer visitor assessment by September 30, 2018.

This goal directly relates to supporting the Division Strategic Framework Goal of "Personal Well-being" by understanding how well The Haven is addressing the physical, social, and emotional well-being of the students who have experienced sexual and intimate partner violence.

2. The Haven will improve volunteer knowledge about Haven services, policies, and procedures, and W&M sexual misconduct policies, by 15% as measured by the volunteer training program assessment administered in September 2018 and again in April 2019.

Action steps - modify volunteer training program assessment based on updated training content by August 30, 2018; complete core volunteer training by September 15, 2018; administer assessment through Blackboard by September 30, 2018; complete continuing education sessions with volunteers throughout fall/spring semesters; administer follow-up assessment through Blackboard by April 30, 2019.

This goal directly relates to supporting the Division Strategic Framework Goal of “Integrated Learning, Leadership Development, and Community” by improving critical thinking skills, encouraging reflection, applying leadership skills to practice, discovering meaning and purpose, upholding values and standards important to the College, and developing relationships with individuals of diverse backgrounds and identities.

3. The Haven Director will complete four professional development trainings in the student affairs/sexual misconduct content area by June 2019 in order to improve professional competencies, skills, and knowledge specific to the Director’s role at William & Mary.

Action steps - establish budget for professional development by August 30, 2018; research appropriate opportunities for professional development specific to Director role (2 opportunities in fall semester, 2 in spring semester); register and attend trainings/conferences identified; document attendance and learning outcomes in Cornerstone within 2 weeks of attending training; report back skills and knowledge gained to supervisor during monthly supervision; utilize and implement skills where applicable throughout academic year.

This goal directly relates to supporting the Division Strategic Framework Goal of “Staff Enrichment and Well-Being” by developing the Directors professional talents and strengths and seeking out diverse perspectives to better inform The Haven’s work.

Fiscal Information

The Haven’s budget included the following funding sources:

General Expenses	\$2500
Foundation	\$2,416

Parent Fund	\$2,500
Supporting Survivors	<u>\$1,565</u>
	\$8,981

Overview of expenditures:

- \$507 was utilized for printing resources and training materials.
- \$75 was used for professional organizational membership dues.
- \$2,573 was used for staff development, including attending NASPA in Philadelphia, PA
- \$481 was used for travel
- \$1,191 was used for office supplies
- \$2,862 was used for volunteer management and development

Balance:

\$1,292 is the balance after the 2017-18 academic year.

Proposed budget for 2018-2019:

For the upcoming academic year, the proposed budget for The Haven includes:

Resources and training materials **\$500**

Educational and training materials to assist in adequate education and capacity building of volunteers and to add survivor resources to The Haven resource center (manuals, books, journals, etc.)

Printing **\$500**

Printing is needed to make copies of volunteer training program materials, Haven pamphlets and resources, and educational handouts.

Professional Development **\$3,000**

Conference registrations, travel, per diem, and lodging will be required to meet professional development goals.

Membership Dues **\$75**

Annual professional membership dues to ACPA and/or NASPA will be necessary to network with staff across other institutions, access professional resources, and increase the professional capacity to meet the demands of the Director's role.

Programs and training **\$2,500**

A bulk of the budget will go to support The Haven's volunteers, ensuring adequately trained staff throughout the academic year. During the trainings supplies and meals will

be provided. In addition, supplies and meals will be utilized to support Haven events across campus that will assist in raising awareness about The Haven's services.

Travel (non-conference) **\$300**

Transportation (rental cars, mileage, etc.) is necessary for The Director to attend meetings and events in the Commonwealth in the course of establishing campus collaborations with other institutions and providing training to off campus locations (VIMS, Washington Center, etc.)

Office supplies **\$800**

Paper, printers, ink, and other general office supplies is necessary for The Haven resource center and the Director in order to carry out the functions of the office.

Art Therapy Group **\$800**

Funds will be utilized to contract with Health and Wellness to provide a specific art therapy group to survivors for 8 weeks.

Volunteer Appreciation **\$750**

At the conclusion of the academic year, The Haven conducts a volunteer appreciation event and provides seniors with acknowledgement (award) of their dedication and service to The Haven.

Total \$9,225

Parent and Family Council Fund:

The Parent and Family Council Fund was instrumental in providing funding for The Haven's volunteer training and development program. With this funding, approximately 35 volunteers were able to participate in the core mandatory volunteer training at the beginning of the academic year and participate in ongoing continuing education and volunteer development opportunities. Continued support in the amount of **\$3,300** would allow The Haven to continue its volunteer program **and add funding to support an art therapy group for survivors in collaboration with a licensed art therapist.**

Personnel

This past academic year, The Haven was staffed by one employee classified as 12-month professional/professional faculty. The Haven utilizes approximately 35 unpaid volunteers who are undergraduate/graduate students.

APPENDIX

Sexual Misconduct Response Protocol

William & Mary SEXUAL MISCONDUCT RESPONSE PROTOCOL

INTRODUCTION

William & Mary seeks to foster a learning environment that contributes to the health and wellness of every student. When a student experiences sexual misconduct, multiple W&M departments – advocacy, police, medical, psychological, administrative, and resolution services – collaborate to support survivors¹, their families, friends, and partners.

The protocol outlines W&M’s response to reports of sexual misconduct, ensuring coordination among offices. This protocol is designed to be consistent with W&M’s sexual misconduct policy and procedure, which is available on the sexual violence website (www.wm.edu/sexualviolence). W&M also works to prevent sexual misconduct through comprehensive prevention programs. More information about these programs is available through the Sexual Violence Prevention Specialist in the Office of Health Promotion or other offices covered in this protocol.

The chart on page three shows the key offices and their roles. More detail is provided on the subsequent pages.

Sexual Misconduct is actual or attempted:

1. Sexual assault (including non-consensual sexual intercourse as well as fondling)
2. Relationship violence (domestic or dating violence)
3. Sexual exploitation
4. Stalking.

Sexual misconduct (in most cases) is a form of sexual harassment; this protocol focuses on sexual misconduct but may also be used for sexual harassment reports. Please see www.wm.edu/sexualviolence for a full description of policies and terms.

Sexual misconduct can occur between strangers or acquaintances, e.g., friends, family, spouses, teammates, peers, co-workers, and past or current sexual partners. Most sexual misconduct at W&M (and other universities) involves people who know one another. While women (cis and trans) are disproportionately impacted by sexual violence, sexual misconduct can impact anyone regardless of an individual’s sex, gender identity, sexual orientation, and/or relationship to the other party/parties involved.

TRAUMA-INFORMED RESPONSE

¹ The label “survivor” is a common, empowering term, used to describe a person who has experienced sexual misconduct.

W&M commits itself to a Trauma-Informed Model consistent with best practices in the field of mental health. A Trauma-Informed Model is one that² 1) *realizes* the widespread impact of trauma and understands potential paths for recovery, 2) *recognizes* the signs and symptoms of trauma, 3) *responds* by fully integrating knowledge about trauma into policies, procedures, and practices, and 4) seeks to actively prevent *re-traumatization*. A trauma-informed approach reflects adherence to six key principles:

1. Safety
2. Trustworthiness and Transparency
3. Peer support
4. Collaboration and Mutuality
5. Empowerment, Voice and Choice
6. Cultural, Historical, and Gender Issues.

Trauma-specific intervention programs generally recognize the following:

- The survivor's need to be respected, informed, connected, and hopeful regarding their own recovery
- The interrelation between trauma and symptoms of trauma such as substance abuse, eating disorders, depression, and anxiety
- The need to work in a collaborative way with the survivor, family and friends of the survivor, and other professionals in a manner that will empower survivors.

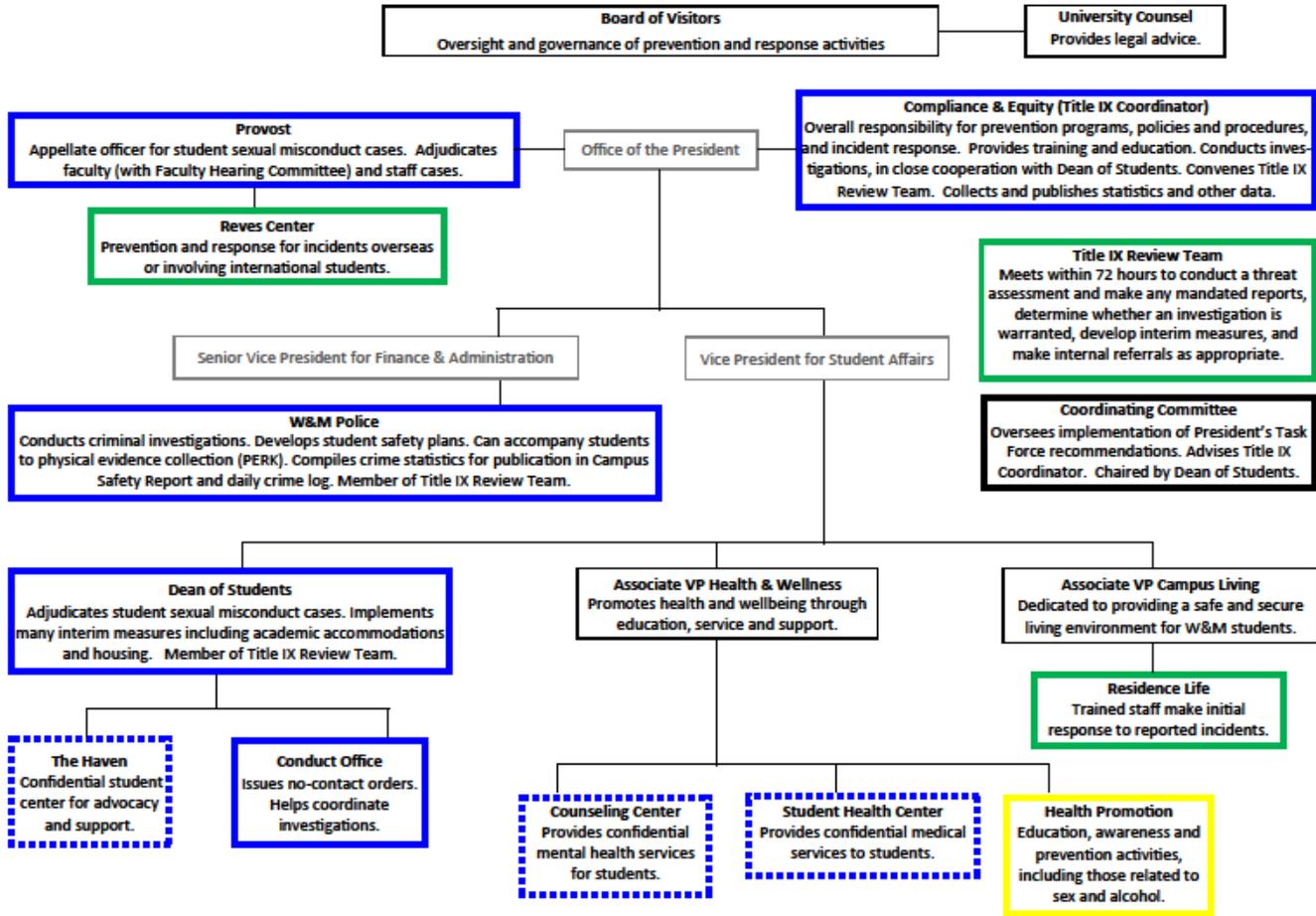
CONFIDENTIALITY

At W&M, we want our students and other community members to share incidents with us because if we don't know, we can't help. Survivors should be informed that:

- Action will not be taken, such as an investigation, that they do not want or are not ready for -- please know that in almost all cases, if a student has experienced sexual misconduct and they do not want the university to take action, the university will abide by the request.
- The [Title IX Collaborative Staff](#) make every effort to protect the privacy and confidentiality of people who report or are named in a report of sexual misconduct. Information is shared only on a need-to-know basis.
- W&M takes steps to protect members of its community against further misconduct, including **retaliation**. No contact orders are one example. There are also amnesty policies protecting survivors.

² SAMHSA, "Trauma-Informed Approach and Trauma-Specific Interventions," U.S. Department of Health and Human Services, n.d., Web. 25 July 2017

STUDENT SEXUAL HARASSMENT/ASSAULT INFRASTRUCTURE — WILLIAM & MARY



Color coding indicates primary function of each office/entity.

Yellow= prevention. Green = detection (complaint intake, assessment). Blue = response (investigation, adjudication, interim measures). Broken blue = support services.

SEXUAL MISCONDUCT RESPONSE FOR ALL FIRST RESPONDERS WHO ARE PROFESSIONAL STAFF (SEE PAGE 8 FOR STUDENT STAFF)

When responding to survivors of sexual misconduct there are critical steps that should be taken, especially when the assault/abuse/violence occurred recently. The guidance below can assist all offices who receive an initial disclosure of sexual misconduct in ensuring the safety, health, and well-being of students. The steps below should follow an iterative process, not necessarily sequential.

When following this checklist, remember the Trauma-Informed Model:

- Survivors of sexual misconduct may respond in a variety of ways, and may not respond the way that you think they should. Responses can vary from person to person. **There is no right or wrong way to respond to sexual misconduct or trauma.** Some initial and ongoing reactions can include: *anxiety, fear, depression, physical pain, chronic pain, flashbacks, hypervigilance, intrusive and distressing memories of the violence, disorientation and difficulty concentrating, self-blame, guilt, and shame, “shutting down”, dissociation, avoidance, or emotional numbing.*
 - A trauma response may be **“fight, flight or freeze.”**
- Survivors may have difficulty explaining to you (or anyone else) what they have experienced, for a variety of reasons. Do not ask survivors to disclose the details of the trauma they experienced. Survivors will share this information if they are ready and

1. INTAKE OF AN INITIAL DISCLOSURE, REPORT, OR COMPLAINT

Note: *In cases where minors are involved, notification of support systems may be necessary in order to ensure the safety of students, to comply with state laws, and address other compliance regulations. Parental or guardian notification and involvement is sometimes necessary in order to ensure the safety of students, and to comply with state law. **When reports involve minors, please contact W&M Police or DOSO on-call.***

- LISTEN** without judgement or critique.
- VALIDATE** a survivor’s experience. “I’m so sorry this happened to you,” “You’re not alone,” “It’s normal for you to feel [xyz]”
- BELIEVE THEM.** Unless you are law enforcement or a Title IX investigator, your job is not to investigate whether or not a “crime” was committed or cast judgement on the plausibility of their description of events.
- ASK** “What can I do to help?” It is not necessary for you to know the details of what occurred in order to provide assistance.
- PROVIDE OPTIONS,** not advice or demands. It is important to let survivors choose their next steps. In the immediate aftermath of trauma, it is difficult to process a lot of information and make decisions. Give survivors time and space to process and consider their next steps. What might be right for you, may not be right for them. This is not an appropriate time for “teachable moments.

2. ATTEND TO SAFETY AND MEDICAL NEEDS

a. RELATIONSHIP VIOLENCE (dating abuse and/or stalking)

- To **determine risk of harm** in cases of **relationship violence/stalking**, consider the following:
 - Has the perpetrator **used** physical violence in the relationship (slapping, pushing, punching, and/or kicking)?
 - Has the perpetrator **threatened** the use of physical violence in the relationship?
 - Has the perpetrator ever **strangled** (choked or restricted the airway) of the reporting party?
 - Has the physical violence **increased** in frequency or severity recently?
 - Does the perpetrator have access to a **weapon**?

- If **YES to one or more of the above items**, give the following options:
 - Would you like me to call W&M Police? They can take a statement and provide safety planning resources.
 - Would you like me to call the Dean of Students Office? They can connect you to accommodations, resources, and support.
 - Would you like me to call Avalon (confidential)? They can provide support and safety planning resources 24/7.
 - Would you like to meet with the Director of The Haven (confidential)? They can provide support, safety planning, resources, and school accommodations. Email the Director to schedule emergency appointment.
 - If there is imminent risk of harm, call W&M Police for support. You may consult with W&M Police without revealing the survivor's identity.**

- Does the survivor feel they are in a safe place?** If they are not, facilitate a conversation about what environment would help them feel more safe (their dorm, with a friend, or with a family member) that is **unknown** to perpetrator. Assist them in getting to a safer place.

- If the survivor feels it is unsafe to return to their residence and they do not feel comfortable with friends/family, explain the Residence Life **"temporary room"** or **Avalon** shelter services as options (see *Resources*). **Call W&M Police** (unless otherwise authorized to call DOSO on-call phone) **if the student would like to arrange the Residence Life "temporary room."**

b. SEXUAL ASSAULT

- If the survivor has experienced **sexual assault**, the following **time-sensitive** options should be shared with the survivor.
 - Ask them if they are **concerned about risk of pregnancy or STI infection**, and offer for them to see a medical provider. Emergency contraception (Plan B) is provided **free of cost** to survivors at the Student Health Center. Students must access Plan B within **5 days** of sexual intercourse. They must disclose they experienced an assault in order to get Plan B at no cost (Student Health normally charges for EC). The Student Health Center is confidential and will not disclose information.
 - If they think they may want to **report the assault to the police or W&M's Title IX Coordinator in the future**, they may want to consider having a PERK (Physical Evidence Recovery Kit) collected. PERKs can be done at Riverside Doctor's Hospital in Williamsburg. W&M Student Health Center does **NOT** complete PERKs. The sooner they have evidence collected, the better. A PERK will **NOT be done if more than 5 days**

have passed since the assault (see *Resources*). They can receive a PERK **without police involvement**, *unless*:

- *A weapon was used during the assault (nurses are required to notify police if a weapon was involved),*
 - *The survivor is under the age of 13. (students who are between the age of 13-17 can get a PERK without police notification, but the forensic nurse must attempt parental notification), or*
 - *If the survivor is an adult that depends on another adult for care.*
- Survivors will **NOT** be charged for the cost of a PERK. Emergency Contraception (EC) and STI treatment will also be provided at the hospital free of charge.
- If a survivor **elects to get a PERK**,
 - Call the forensic nurse on-call from **Riverside Doctor's Hospital** (see *Resources*) before sending the survivor to the hospital. This will allow the nurse adequate time to travel to the hospital and reduces the amount of time the survivor has to wait at the emergency room.
 - Call Avalon (see *Resources*) in order to dispatch a sexual assault advocate who can provide information and support before, during, and after the exam. **The Haven does not provide 24/7 response or hospital accompaniment.**
 - Discuss transportation to the hospital. W&M Police will transport the student to/from hospital if requested. Request that W&M Police come in plain clothes and an unmarked car, if possible.
 - If the assault took place recently (within hours), remind the survivor not to bathe, shower, brush teeth, wash clothes, or use the restroom **if at all possible** because it could interfere with evidence collection. Bring clothing that was worn during assault to the hospital.
 - **Does the survivor have a safe place to return to?** If they do not, facilitate a conversation about what environment would help them feel more safe (their dorm, with a friend, or with a family member) that is **unknown** to perpetrator. Assist them in getting to a safer place.
 - If the survivor feels it is unsafe to return to their residence and they do not feel comfortable with friends/family, explain the Residence Life **"temporary room"** or **Avalon** shelter services as options (see *Resources*). **Call W&M Police** (unless otherwise authorized to call DOSO on-call phone) **if the student would like to arrange the Residence Life "temporary room."**

3. DISCRETION/CONFIDENTIALITY

- Review with the survivor whether you are a confidential resource or mandated to report to the Title IX Coordinator. Staff in the Counseling Center, Student Health Center and The Haven are confidential resources, which means they are **NOT** obligated to report sexual misconduct to the Title IX Coordinator. If you are a confidential resource, review any other limitations of your confidentiality with the survivor.
- Reassure survivor that even if you are obligated to report the sexual misconduct, pursuing a school investigation is usually determined by the survivor's wishes. Explain that you and your office will use discretion and will only share information on a need to know basis.
- Encourage survivor to meet with the Director of The Haven who can fully explain resources, options, and accommodations within the next couple of days.

4. REPORTING, REFERRAL, AND FOLLOW UP

- Provide survivor with the [Sexual Misconduct Resource Card](#)
- If the survivor would like to visit the Counseling Center during the next available walk-in time, call in advance and let Counseling Center staff know.
- File a [Sexual Misconduct Incident Report-Title IX](#)** (*unless you work in the Student Health Center or Counseling Center or are one of the very few other confidential resources*).
- Follow-up with the survivor within an appropriate timeframe based on how recent the trauma occurred and your office functions.

SEXUAL MISCONDUCT RESPONSE FOR RESIDENCE LIFE STUDENT EMPLOYEES

When responding to survivors of sexual misconduct there are critical steps that should be taken, especially when the assault/abuse/violence occurred recently. The guidance below can assist all offices who receive an initial disclosure of sexual misconduct in ensuring the safety, health, and well-being of students.

When following this checklist, remember the Trauma-Informed Model:

- Survivors of sexual misconduct may respond in a variety of ways, and may not respond the way that you think they should. Responses can vary from person to person. **There is no right or wrong way to respond to sexual misconduct or trauma.** Some initial and ongoing reactions can include: *anxiety, fear, depression, physical pain, chronic pain, flashbacks, hypervigilance, intrusive and distressing memories of the violence, disorientation and difficulty concentrating, self-blame, guilt, and shame, “shutting down”, dissociation, avoidance, or emotional numbing.*
 - A trauma response may be **“fight, flight or freeze.”**
- Survivors may have difficulty explaining to you (or anyone else) what they have experienced, for a variety of reasons. Do not ask survivors to disclose the details of the trauma they experienced. Survivors will share this information if they are ready and willing. We want to minimize the number of times a survivor shares details of the events.

1. INTAKE OF AN INITIAL DISCLOSURE, REPORT, OR COMPLAINT

- LISTEN** without judgement or critique.
- VALIDATE** a survivor’s experience. “I’m so sorry this happened to you,” “You’re not alone,” “It’s normal for you to feel [xyz]”
- BELIEVE THEM.** Unless you are law enforcement or a Title IX investigator, your job is not to investigate whether or not a “crime” was committed or cast judgement on the plausibility of their description of events.
- ASK** “What can I do to help?” It is not necessary for you to know the details of what occurred in order to provide assistance.
- PROVIDE OPTIONS,** not advice or demands. It is important to let survivors choose their next steps. In the immediate aftermath of trauma, it is difficult to process a lot of information and make decisions. Give survivors time and space to process and consider their next steps. What might be right for you, may not be right for them. This is not an appropriate time for “teachable moments.”

2. ATTEND TO SAFETY AND PROVIDE SUPPORT/RESOURCES

- Follow the **MEEP** when a student shows a **clear risk of harm to self or others.**
- For all other disclosures of sexual misconduct:

- Do not promise confidentiality to survivors (or friends of survivors) of sexual misconduct. Before a student shares confidential information, inform them:
 - Of your duty to report details of Title IX incidents (including names).
 - That they may request that the school not conduct an investigation.
 - That they have the right to access confidential support/resources from The Haven, Counseling Center and health service providers (including Student Health Center)
- Be supportive (see above). Let the student know that W&M wants to help, and has resources and processes to support students and investigate reports.
- Give the student the [Sexual Misconduct Resource Card](#).
- **Immediately inform your Area Director/Assistant Director for Fraternity & Sorority Housing to report the incident.**
- **File a [Sexual Misconduct Incident Report-Title IX](#).**

SEXUAL MISCONDUCT RESPONSE KEY OFFICES & FUNCTIONS

Title IX Coordinators and the Compliance & Equity Office

- Assemble the Title IX Review Team promptly (within 72 hours of reports of sexual violence) to conduct an initial assessment and make any mandated reports, determine whether an investigation is warranted, develop interim measures, and make internal referrals as appropriate.
- Collaborate with the Office of Student Conduct and other offices as needed to implement interim measures, as appropriate.
- Coordinate with the Director of The Haven to provide immediate and ongoing support services to survivor(s) on campus and in the community.
- Conduct sexual misconduct investigations in accordance with W&M policies and procedures. More information at www.wm.edu/sexualviolence
- Document actions in Advocate Title IX module.

Dean of Students Office

- Ensure professional staff are on-call 24/7 in order to collaborate with offices regarding sexual misconduct response.
- After business hours, on-call staff will review all *Sexual Misconduct Incident Reports-Title IX* (and those that come in through the care reporting system) and **when there is risk of harm in cases of relationship violence/stalking OR when a sexual assault has occurred within the past 120 hours (5 days)**, in consultation with a Title IX Coordinator if feasible³, initiate contact with survivor or third party reporter (if no other first-responder has made contact) and follow the protocol.
- After hours, on-call staff will send “*Sexual Misconduct Resources and Support*” email (see *Resources* for template) as a follow-up step after contact with student **when there is risk of harm in cases of relationship violence/stalking OR when a sexual assault has occurred within the past 120 hours (5 days)**.
- If situation warrants, work with W&M Police dispatch to modify building access for students involved and/or initiate “temporary room.”
- If a student reports a No Contact Order violation, contact supervisor for assistance. No Contact Orders will be implemented during business hours (unless otherwise instructed by supervisor). When there is threat of violence or any physical violence, request W&M Police utilize a civil Protective Order as an alternative option to ensure safety.
- If student is a minor, contact supervisor for assistance.

³ During reasonable hours.

- Ensure survivor understands their rights and options, as well as obligations of the Dean of Students Office, including disclosure of information to other W&M offices.
- Process Care Report involving sexual misconduct to Title IX module for review by Compliance and Equity Office as soon as possible, but not longer than 12 hours.
- Coordinate with the Director of The Haven to provide support services on campus and in the community and implement student accommodations as appropriate the next business day.
- Document actions in Advocate.

Dean of Students Office: Student Conduct

- When reporting party would like to access non-confidential accommodations and/or make a Title IX report, staff will meet with reporting party and respondent separately to inform them of their rights and responsibilities, and the obligations of the Office of Student Conduct including, disclosure of information to other W&M offices.
- Describe interim measures and accommodations available to the survivor and respondent.
- Provide short-term accommodations to survivor and respondent regarding academic considerations in a particular class or classes.
- Coordinate with Director of Student Accessibility Services for ongoing or longer term accommodations.
- Collaborate with the Compliance and Equity Office to implement interim measures, as appropriate.
- Inform reporting party and respondent on implementation of interim measures in an equitable and timely manner.
- Document actions in Advocate Title IX module.

William & Mary Police

- Ensure the survivor is safe and assess medical and mental health needs (*see above protocol*).
- Ensure survivor understands their rights and options (including anonymous/confidential options), as well as obligations of the police department, including disclosure of information to other W&M offices.
- Transport survivor to appropriate medical care (confidentially, if requested), pursue emergency protective orders (when applicable), and conduct safety planning.
- Inform DOSO on-call staff about sexual misconduct incidents **when there is risk of harm in cases of relationship violence/stalking OR when a sexual assault has occurred within the past 120 hours (5 days) as soon as possible** to arrange support and accommodations for survivor.

- If confidential transport to hospital occurs, contact the Director of The Haven to provide direct support to survivor and to maintain confidentiality.
- Provide Title IX Coordinator pertinent police reports within 12 hours of incident.
- Coordinate with appropriate offices to ensure timely communication and resources.

The Haven: A Center for Support, Advocacy, and Empowerment

- Ensure the survivor is safe and assess medical and mental health needs (*see above protocol*).
- Initiate outreach and support services to survivor next business day (or sooner based on report) in consultation with Compliance and Equity Office and/or Dean of Students Office.
- Ensure survivor understands their rights and options, as well as The Haven's confidentiality limitations.
- Provide support, resources on and off campus, information on Title IX and sexual misconduct policies/procedures, and assistance with accommodations related to class absences, classwork, exams, and housing/campus living. The Haven can provide **some** accommodations confidentially.
- Coordinate with appropriate offices to ensure timely communication and resources.
- Maintain and provide quarterly aggregate data on services to the Title IX Coordinators.
- Document actions (non-confidential) in Advocate Title IX Module.

Student Health Center

- Ensure the survivor is safe and assess medical and mental health needs (*see above protocol*).
- Provide STI and pregnancy screening and treatment, including emergency contraception (when applicable) free to survivors.
- Provide information on other confidential support available, specifically The Haven and Counseling Center, and/or accessing a PERK.
- Explain to patients any correspondence that may be sent to guardians related to insurance or billing, and ensure details of correspondence do not disclose reason for medical care.

Counseling Center

- Ensure the survivor is safe and assess medical and mental health needs (*see above protocol*).
- Ensure survivors and respondents of sexual misconduct are seen by a professional on a walk-in basis.
- Provide individual and/or group counseling, as appropriate
- Provide survivor with community-based referrals to mental health providers for long-term care.

- Provide 24/7 after-hours counseling service.

Residence Life Professional Staff

- Ensure the survivor is safe and follow protocol outlined above.
- Provide support and information about resources on and off campus.
- Assist with implementation of interim measures or sanctions relating to residential students.
- Collaborate with appropriate offices to ensure timely communication, support, and resources.
- Provide temporary room available 24/7 for students who have immediate safety concerns.

Fraternity and Sorority Life (FSL)

- Ensure the survivor is safe and follow protocol outlined above.
- Provide support and information about resources on and off campus.
- Assist with implementation of interim measures or sanctions relating to students within FSL.
- Collaborate with appropriate offices to ensure timely communication, support, and resources.

Athletics Department

- Ensure the survivor is safe and follow protocol outlined above.
- Provide support and information about resources on and off campus.
- Assist with implementation of interim measures or sanctions relating to students in Athletics.
- Collaborate with appropriate offices to ensure timely communication, support, and resources.

RESOURCES

WILLIAM & MARY

Compliance & Equity Office

Location: James Blair Hall 110

Phone: (757) 221-3146

Email: equity@wm.edu

Hours: 8:00am-5:00pm

The Title IX Coordinator is the university official with overall responsibility for W&M's discrimination, harassment, and sex-and gender-based violence prevention and response. W&M's Title IX Coordinator directs the Compliance & Equity Office, which produces policies and procedures and responds to reports and complaints of discrimination and harassment, including by conducting investigations. The Title IX Coordinators convene Review Teams to assess all Title IX reports. Title IX Coordinators have ultimate responsibility for interim measures.

William & Mary Title IX Coordinator and Deputy Title IX Coordinator contact information:

Kiersten Boyce

Title IX Coordinator

klboyc@wm.edu

757.221.3146

Pamela Mason

Deputy Title IX Coordinator

phmaso@wm.edu

757.221.3167

Dean of Students Office (DOSO)

Location: Campus Center 109

Phone: (757) 221-2510

Hours: Monday – Friday, 8:00am - 12:00pm & 1:00pm - 5:00pm

On Call: (757) 221-4596 (W&M Police) – unless otherwise authorized to call DOSO on-call phone.

DOSO assists all students, graduate and undergraduate, from their initial orientation through the completion of their academic and personal goals. DOSO staff advocates for student needs, acts as liaison between students and academic departments, and provides support designed to enhance personal growth and instill a sense of personal authority and responsibility in each student. DOSO is the lead office in providing services to students who have experienced sexual misconduct. Two primary functions the office provides are emergency response and student accountability.

- **Call W&M Police if the student would like to arrange the Residence Life “temporary room.”**

William & Mary Police Dept.

Location: 201 Ukrop Way

Phone: (757) 221-4596 or 911

Hours: 24/7

W&M Police provides professional police, public safety, emergency communications, and emergency management services that include active police patrol 24 hours-a-day, 7 days-a-week. William & Mary Police may be the first responders to a report of sexual misconduct, particularly after hours.

The Haven (*confidential*)

Location: Campus Center 166, (757) 221-2449, thehaven@wm.edu

Liz Cascone, Director, Campus Center 167, (757) 221-7478, lizcascone@wm.edu

Cell Phone: 804-647-7969 (only to be used by W&M Police and DOSO on-call staff)

The Haven walk-in hours: Sun – Thurs, 11:00am-9:00pm; Fri-Sat, 12:00pm-5:00pm. Appointments with Director, Mon-Fri, 8:00am-5:00pm

The Haven is a peer-based ***confidential***, welcoming, and inclusive resource center for those impacted by sexual violence and harassment, relationship abuse and intimate-partner violence, stalking, and other gender-based discrimination. The Director of The Haven serves as a confidential resource for W&M students, providing advocacy/crisis services, support, resources, and assistance with accommodations.

Student Health Center (*confidential*)

Location: 230 Gooch Drive

Phone: (757) 221-2998

Hours: <http://www.wm.edu/offices/wellness/healthcenter/hours/index.php>

The Student Health Center is a ***confidential*** resource for students, providing a full-range of primary care services including the evaluation, treatment and prevention of all kinds of acute or chronic physical, mental and social health issues.

Counseling Center (*confidential*)

Location: Blow Hall 240

Phone: (757) 221-3620 (after hour counselors available)

Hours: Monday – Friday, 8:00am - 12:00pm & 1:00pm - 5:00pm

The Counseling Center is a ***confidential*** resource for students that offers a range of mental health services to students wanting help with personal concerns. Counselors and staff specialize in the developmental issues and clinical concerns common to college students such as relationship and family issues, academic and personal stress, identity development and personal growth.

Residence Life

Location: Campus Center 212

Phone: (757) 221-4314

Hours: 8:00am-5:00pm

Residence Life provides students with an enhanced college experience that supports the academic mission of the university by cultivating an appreciation for diversity and encouraging individuals to develop and flourish in a safe, supportive learning environment as they find their place in the William & Mary community.

Office of Health Promotion – Sexual Violence Specialist

Location: Campus Center 155

Phone: (757) 221-3229

Hours: 8:00am-5:00pm

Office of Health Promotion staff provides a wide-range of educational, referral and outreach services for students who are concerned about wellness, disease prevention, and other health-related issues. The Sexual Violence Prevention Specialist provides education, training, and resources to students, faculty, and staff and collaborates with relevant offices to implement a campus-wide sexual misconduct prevention plan.

LOCAL

Avalon Center (*confidential*) - serves all genders

24 Hour Helpline: 757-258-5015; Main Office: 757-258-5022; TTY: 757-634-3447

For emergency shelter/housing and 24/7 advocacy, support, safety planning, and accompaniment to hospital

PERKS – Riverside Doctor’s Hospital, Williamsburg (*confidential*)

For on-call forensic (SANE) nurse for **PERKS** and/or forensic documentation of injuries

- Page a nurse at 757-881-3375
- Riverside Doctors' Hospital: 1500 Commonwealth Avenue, Williamsburg, VA 23185
Main line: 757-585-2200

****A mobile unit sends forensic nurses to Riverside Doctor's Hospital as soon as they get a page that one is needed.***

STATEWIDE

Virginia’s Statewide Hotline (*confidential*)

For both sexual and intimate partner violence

- www.vsdvalliance.org Chat: 24/7/365 Call: 1.800.838.8238 Text: 804.793.9999

Virginia’s LGBTQ Helpline (*confidential*)

For both sexual and intimate partner violence for survivors who are LGBTQ

- <https://virginiaavp.org/hotline/> Chat: 24/7/365 Call: 1.866.356.6998 Text 804.793.9999

NATIONAL

LOVE IS RESPECT (*confidential*)

For relationship abuse or intimate partner violence:

- <http://www.loveisrespect.org/> Chat: 24/7/365 Call: 1.866.331.9474 Text: “LOVEIS” to 22522

RAINN (*confidential*)

For sexual violence:

- <https://www.rainn.org/> Chat: 24/7/365 Call: 1.800.656.HOPE (4673)

SEXUAL MISCONDUCT INFORMATION

- PERK: Recommended collection time periods for certain samples

- <http://www.dfs.virginia.gov/wp-content/uploads/2016/09/PERK-Policy-Notice.pdf>

Type of Assault	Maximum Collection Time
External <ul style="list-style-type: none"> • Cunnilingus (thighs/external genitalia sample only) • Saliva on skin (bitemarks, kissing, etc.) • Strangulation (neck sample only) 	<ul style="list-style-type: none"> • Within 96 hours (4 days/no smears if sole allegation) • Within 96 hours (4 days/no smears) • Within 48 hours (2 days/no smears)
Vaginal <ul style="list-style-type: none"> • Penile penetration • Digital penetration (thighs/external genitalia sample only) 	<ul style="list-style-type: none"> • Within 120 hours (5 days) • Within 48 hours (2 days/no smears if sole allegation)
Anal <ul style="list-style-type: none"> • Penile penetration • Digital penetration (perianal/buttocks sample only) 	<ul style="list-style-type: none"> • Within 72 hours (3 days) • Within 48 hours (2 days/no smears if sole allegation)
Oral <ul style="list-style-type: none"> • Fellatio 	<ul style="list-style-type: none"> • Within 24 hours (1 day)
Unknown	Collect respective samples within the time frames listed above

Sexual Misconduct Response Protocol

Email template in Advocate: Sexual Misconduct Resources and Support

✓ High Importance

Bcc: [Title IX Coordinators]

Subject: Support and Resource Information

Dear [student],

My name is [your name] and I am [title]. I received a report indicating that you may have experienced sexual misconduct, intimate partner violence, and/or stalking. I wanted to reach out to provide support, information, and resources offered by William & Mary and the larger community.

First, if you do not feel safe at your current residence an on-campus temporary room will be provided that is in a confidential location. Please contact me if you would like to discuss this option.

Second, if you recently experienced an assault and/or physical violence, please review the information below regarding medical care and preserving evidence.

Finally, I recognize that this may be a particularly painful and confusing time. It's important to provide you information about all the options available to you, including time-sensitive information regarding your health and safety. The following information may be helpful to you regarding self-care and making informed choices about your next steps.

Health and Safety

- Consider visiting a health care professional. A health care professional is confidential and can treat trauma or injuries you may have experienced. They can also provide preventative treatment in the case of STI exposure or pregnancy. If you have this concern, it's important to be seen within 5 days of sexual intercourse. These services are free at [W&M Student Health Center](#).
- Consider visiting the [W&M Counseling Center](#). If you've recently experienced a trauma you can walk-in without an appointment and be seen immediately by a confidential mental health professional.
- Consider visiting [The Haven](#). The Haven provides confidential trauma-informed support and advocacy. This includes information on resources, W&M's sexual misconduct policies and procedures, reporting options/investigation, criminal and civil legal options, and accommodations related to academics, housing, and campus living.
- If you do not feel safe at your current residence an on-campus temporary room will be provided that is in a confidential location. Please contact me if you would like to discuss this option.

If you recently (within the past 5 days) experienced an assault or physical violence, consider getting a PERK.

- A PERK is a special medical exam given to people who have been sexually and/or physically assaulted to collect evidence that may be helpful in the investigation and prosecution of sexual assault. If you think you may want to report the assault for investigation now or in the future, you may want to consider having a PERK administered.
- You may have a PERK administered without reporting to the police. This is called a "blind report." PERKS that are collected, but not reported to police, will be stored for 24 months. Samples collected from PERKS that are not reported to the police are **NOT** tested until you decide to report.

- A PERK will not be done if more than **5 days** have passed since the assault. If you decide you want to get a PERK, bring the clothes you were wearing during the assault with you.
- While at the hospital for a PERK, you will also be offered preventative medication for STIs and pregnancy.
- A PERK is **free** and can be accessed at [Riverside Doctor's Hospital in Williamsburg](#). [W&M Police](#) can confidentially transport you to get a PERK or I can assist you by contacting Riverside Doctor's Hospital.
- If you were injured other than experiencing sexual assault (slapped, kicked, punched, strangled, or bruised), you can still get evidence collected and photo-documentation of injuries at [Riverside Doctor's Hospital in Williamsburg](#).

More information is provided in the [Rights and Options](#) document and on the W&M [sexual violence website](#). Please let me know how I can be most helpful to you during this time.

Sincerely,

[Name]

[Title]

[Direct contact info]