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# **Domestic Violence Resource Manual: A Response to Domestic Violence Involving Vulnerable Adults**

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The purpose of this manual is to provide information about how to address domestic violence in the lives of vulnerable adults. This information is for general purposes only. Specific legal questions should be directed to an attorney, the police or the District Attorney's office.

This manual has been developed with information from a variety of sources and with the help of many people. All of these agencies have assisted in some way: the Department of County Human Services (DCHS), including Aging and Disabilities Services (ADS), Developmental Disabilities Services (DDSD), and the Domestic Violence Coordinators Office (DVCO), and the Choices Batterers' Intervention Program, have all assisted in some way. In addition, several individuals have provided assistance in the compilation of this information, including members of the DCHS Domestic Violence in Vulnerable Populations Workgroup; Lisa Burnett, Karen Curry, Tatyana Bondarchuk, Ron Lagergren, Randy Morrison, Jennifer Sroufe, Bill Toomey, Christine Crowe, Vanessa Timmons and Steven Jackson.

**Vulnerable populations:** For the purposes of this manual, "vulnerable adults" are elders over the age of 65 and adults with physical disabilities, mental health diagnoses, addictions, or cognitive and developmental disabilities.

## Counseling Services for Survivors with Developmental Disabilities:

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### **Western Psychosocial Services, Portland site:**

Counselors with experience providing services to people with Developmental Disabilities: Art Lovenstein, Patricia Harris Brown, Nannette Van Roper (adults); Wesley J. Riley (children).

**503-253-4600**

### **Disability Compass**

Disability Compass is a web-based resource for people with disabilities, their families, and their supporters. The site provides access to thousands of disability-related organizations, services, programs, and products. The web address is:

[www.disabilitycompass.org](http://www.disabilitycompass.org)

## Law Enforcement Agencies:

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Non-emergency Portland Police Response .....	503-823-3333
Domestic Violence Enhanced Response .....	503-988-6440
Portland Police DV Reduction Unit .....	503-823-0090
Multnomah Co. Probation DV Unit .....	503-988-5056

## Multnomah County District Attorney's Office:

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Domestic Violence Prosecutor's Office .....	503-988-3873
Victims' Assistance Office .....	503-988-3222
Outreach for Underserved Populations .....	503-988-5419

## What is domestic violence?

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Domestic violence is defined as an ongoing, patterned use of assaultive and coercive behaviors that one person uses to exert power and control over his or her intimate partners and/or persons in his or her care. Domestic violence includes emotional, physical, verbal, psychological, financial and sexual abuse.

Domestic violence occurs within all socio-economic groups, all religious groups, all racial and ethnic groups and within heterosexual, lesbian and gay relationships. It can happen to people of all ages, including elders and teens, of all physical, emotional and cognitive abilities.

**Types of Abuse:** Abuse is a pattern of harmful, persistent actions with the intention to harm and gain dominance over another. Vulnerable adults can often experience more than one form of abuse. For example, they may be both financially and physically abused. Becoming aware of the forms that abuse can take helps you prepare to recognize behavior as abusive and begin to take steps necessary to intervene and provide resources.

**Verbal Abuse** occurs when one person uses words and body language to intimidate another person. Verbal abuse often involves criticism, "putdowns," name-calling or hate speech intended to make the victim feel unworthy or to question the victim's capacities or abilities.

**Psychological Abuse** (also known as mental abuse or emotional abuse) occurs when one person controls another person by manipulating that person's sense of reality. For example, psychological abuse often is used to confuse, blame or make the victim feel mentally unstable or incompetent.

**Physical Abuse** occurs when one person uses physical force or threats of physical force to intimidate another person or to get his

or her way. Actual physical abuse may involve slaps or pushes, or it may involve kicking, hair pulling, scratching, and other forms of assault or severe physical injury sufficient in some cases to require hospitalization. Neglect, threats of harm and intimidation may also be part of physical abuse.

**Sexual Abuse** occurs when one person forces undesired sexual behavior upon another. The offender doesn't need to use physical force with the victim. Instead, he or she might use his or her position of trust and authority to manipulate and gain power over another. Sexual abuse can include rape, attempted rape, incest, exhibitionism, voyeurism, and/or fondling. It may also include unwanted exposure to sexually explicit written materials, photographs, or other pornographic materials.

Rape is any sexual intercourse with a person without his or her consent (including between intimate partners). Rape can include situations where the victim is emotionally manipulated or coerced into sexual activity, and it also occurs when a vulnerable adult is incapable of making such a decision.

**Financial Abuse** occurs when a person takes advantage of a person financially. This includes stealing money, personal items or medications, withholding access to funds, coercing the victim into spending money he or she doesn't want to spend, lying about how much the victim needs for certain care, or cashing a victim's checks without permission. This can also include misuse of power of attorney.

with disabilities. DART offers support groups for women with disabilities who have experienced abuse. ADA accessible.  
**(503) 725-4160** Dart Office

## **Mental Health Resources:**

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### **The Avel Gordly Center: Center For Healing**

Provides mental health services responsive to the needs of African Americans and other cultures. ADA accessible:

**503-494-4745**

### **LifeWorks NW**

LifeWorks NW provide extensive mental health and addiction services:

**503-645-9010** Info/Appointment Line

**888-645-1666** Toll-Free

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs; ADA accessible; have programs designed specifically for vulnerable populations.

### **Mental Health and Addiction Services for Multnomah County**

Call Center for Crisis intervention:

**503-988-4888**

**800-716-9769** Toll-Free

Restraining Orders in Multnomah County are available in Room 211 of the Courthouse, at 1021 SW 4th. If forms are completed before 12:45p.m., petitioners can attend ex parte hearings before a Family Court Judge at 1:30 p.m. any weekday. For more information about Elder and Disabled Persons Abuse Prevention Restraining Orders in Multnomah County, call (503) 988-3022.

If the respondent is the primary caregiver and is being removed from the residence, petitioners can seek help finding a caregiver from the Multnomah County Aging Services Division (503) 988-3646. Aging Services also provides other assistance and receives reports of abuse.

### **Elders in Action**

Provides free Personal Advocates (trained volunteers) who help older adults (60 & older) and link individuals to community resources. They focus in the area of housing, healthcare, crime and elder abuse. Personal Advocate volunteers assist older adults in Multnomah, Clackamas, and Washington counties. ADA accessible: TDD and TDY capability, Spanish interpretation available.

**(503) 235-5474**

## **Free Support Groups for Survivors:**

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Project DART (Disability Assault/Abuse Response Team) is a group of advocates and volunteers joining together to provide direct services to people with disabilities in the Portland Tri-County area. DART advocates have expertise in advocacy for people with disabilities within the justice system. They have knowledge regarding managing care provider relationships and preventing or dealing with abuse from caregivers. They are knowledgeable in abuse safety and crime awareness for people

## **What is the impact of domestic violence on survivors?**

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Survivors of abuse share much in common, and even though they may have different levels of physical or cognitive ability, mental or emotional health, backgrounds, nationalities, ages, social and economic ways of life, all survivors:

- did nothing to deserve the abuse; and
- experience some level of trauma;
- react emotionally and physically to the abuse in ways that may be difficult for family, friends and providers to understand;
- may feel they are responsible for the violence and that it is their job to fix the problem;
- are in need of support to break the cycle and obtain safety;
- are able to benefit from support, even if supporters feel their efforts are not working;
- are in need of information about abuse and support in making their own decisions surrounding what to do next;
- are in danger of further abuse.

### **Victims from vulnerable populations also:**

- may be dependent on the abuser for their daily needs; and
- may have asked for help in the past and were not believed or were ignored;
- may have multiple abusers and a history of victimization that impacts their ability to ask for and accept help;
- may fear being placed in a care facility or under guardianship or otherwise lose autonomy if they disclose abuse or leave the abuser;
- may need to learn how to access services;
- may be experiencing abuse from adult children, grandchildren, care providers, or other intimate relationships;

- may be isolated by the abuse, the abuser and their disability;
- may not see leaving as the primary solution to the abuse;
- may fear the system and resist services, supports and resources;
- may have been told by the abuser that their drug use or other illegal activities will make them ineligible for services;
- may be dependent on the abuser for access to drugs or alcohol on which they are dependent;
- may not fully understand domestic violence or the benefits/risks of domestic violence services;
- may have mental health diagnoses that the batterer has used to their advantage;
- may have difficulty finding domestic violence and/or batterer intervention services that are tailored to their needs or that can be accessed by someone with their particular disability.

### **Legal Aid's Senior Law Project**

Volunteer lawyers meet with clients who are ages 60 and over at nine senior center locations in Multnomah County. Clients are eligible for a free 30-minute civil legal issue consultation regardless of income. Volunteer lawyers may provide continuing pro bono services for low-income eligible clients.

**503-224-4086** Office Hours: Mon – Fri, 9:00am – 12:00pm & 1:00pm-5:00pm

### **Elderly and Disabled Persons Abuse Prevention Restraining Orders**

Elder and Disabled Persons Abuse Prevention Restraining Orders protect people who are over the age of 65 or adults who are disabled, and are very similar to Restraining Orders. Elder and Disabled Persons Abuse Prevention Restraining Orders differ from RO's in the following ways:

- Petitioner must be over 65 years of age; or
- Petitioner must be a person with a physical, mental or cognitive or developmental disability.

The definition of abuse is expanded to add physical injury at variance with the explanation given; neglect causing physical harm; abandonment, desertion or neglect of duties by a caregiver or other; use of derogatory or inappropriate names, phrases or profanity; ridicule, harassment, coercion, threats, cursing, intimidation or inappropriate comments that threaten significant physical or emotional harm. The relationship between petitioner and respondent is expanded to include any caregiver. In Multnomah County, caregiver is broadly defined to include primary caregiver and others who provide help.

If it is difficult for the petitioner to get to the courthouse for a hearing, a telephone hearing can be arranged in advance. Applications for Elder and Disabled Persons Abuse Prevention

**Disability specific resources:** American Sign Language or other assistance for hearing impaired.

**Bridges to Safety**

Provides a batterers' intervention program in Spanish, English and Russian:

**503-239-7597** Office Hours: Mon – Fri, 8:00am – 5:30pm

**Disability specific resources:** Can accommodate care providers; ADA accessible. Limited groups for individuals with learning disabilities, language barriers and/or other limitations due to hearing and or vision.

## **Restraining Orders & Stalking Orders:**

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**Multnomah County Courts**

Fully ADA accessible (Accessible entrance is located on 5<sup>th</sup> & Salmon street.) 1021 Southwest 4th Avenue, Room 211  
Portland, OR 97204

**503-988-3022**

**Legal Aid's Domestic Violence Project**

Low-income victims of domestic and/or sexual violence including elderly and people with disabilities may call Legal Aid Services or Oregon for help with restraining and stalking orders including hearings. Serves Multnomah, Clackamas, Hood River, Wasco and Sherman Counties. ADA accessible, in-house sign language interpretation services available, TDD and TDY capability.

**503-299-6101**

## **What are the domestic violence mandatory reporting guidelines and responsibilities?**

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Any person witnessing abuse, including domestic violence, can report situations in which they believe a vulnerable adult is in imminent risk or at risk of injury and/or a suspected victim says they are afraid.

Oregon law requires some professional providers who come into contact with the elderly or adults with developmental disabilities to report to Human Services that they suspect their client has been abused or assaulted.

Elderly persons, people with developmental disabilities, and people residing in nursing homes or health care facilities are covered under mandatory reporting laws.

Check with your organization to determine if you are a mandatory reporter and discuss your agency's protocols and policies regarding making reports of domestic violence cases involving vulnerable adults.

The statewide, 24-hour Adult Protective Services hotline number is 1 (800) 232-3020. Call 911 if an abuse event is in progress.

### **Aging and Disability Services abuse reporting:**

Monday through Friday (8am – 5pm), Multnomah County Adult Protective Services, call: (503) 988-4450; after hours and weekends, Multnomah County Helpline, call: (503) 988-3646.

### **Developmental Disabilities Services Division abuse reporting:**

Monday through Friday (8am – 5pm), contact the Developmental Disabilities service coordinator directly or call (503) 988-3658 for service coordinator and supervisory assignments. Messages left

for service coordinators and supervisors are checked daily.  
Urgent concerns are forwarded to available managers as needed.  
After hours and weekend reports: (503) 988-3646.

### **When to call 911:**

If an individual self discloses domestic violence, and appears to be in immediate danger, call 911. Also, if you see an incident of domestic violence or if you are ever in immediate danger, call 911. If person self discloses but does not appear to be in immediate danger, provide safety planning and/or call your local domestic violence agency.

### ***Southern Oregon***

**Battered Persons Advocacy** in Roseburg will shelter survivors with their pet and provide foster service on a nearby farm for larger animals. BPA provides services and advocacy to victims of domestic violence, sexual assault and stalking. Can accommodate care providers that may need to accompany the survivors; ADA accessible; TDD and TDY capability; have programs designed specifically for vulnerable populations: such as services for deaf survivors.

**541-673-7867** Crisis line (24/7)

**541-957-0288** Business line

### **Batterer Intervention Programs:**

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#### **Allies in Change Counseling Center**

Holds batterer intervention groups for men and women who have been abusive. They also offer a group for women who have been victims of abuse, and individual and couples counseling for a wide range of other issues:

**503-297-7979** (9:00am – 7:00pm, M-F)

**Disability specific resources:** Abuse intervention group for men with cognitive impairments. Can accommodate care providers for individuals or couples counseling; ADA accessible.

#### **ChangePoint**

Domestic Violence Intervention Program offers men support in changing their domestic violence specific behaviors. Program includes substance abuse treatment for DUI/DWI offenders: Interpretation services available

**503-253-5954** or email: [info@change-pointinc.com](mailto:info@change-pointinc.com)



directly for more information. Or contact The American Human Society Office of Public Policy at (703) 836-7387 or Pets and Women's Shelters Program (e-mail PAWSprogram@americanhumane.org for other options).

### ***Portland Metro Area***

**The Oregon Human Society** will house pets for two weeks free of charge. The request has to come from an agency or women's shelter, so if you need this service, ask the shelter to call the human society:

**503.285.7722** Office Hours: Sun-Wed, 10:00am – 7:00pm  
Thu-Sat, 10:00am – 9:00pm

### ***Oregon Coast***

**My Sisters' Place**, a women's shelter in Newport, has animal facilities available. They can accommodate care providers that may need to accompany victims and can accommodate victims that need support with basic needs; ADA accessible. TDD and TDY capability:

**541-994-5959** Crisis line or 1-800-841-8325  
**541-574-9424** Advocacy Office  
**Online: [www.mysistersplace.us](http://www.mysistersplace.us)**

### ***Columbia Gorge***

**Helping Hands Against Violence** in Hood River will shelter survivors with pets: ADA Accessible

**541-386-6603** 24-hour Hotline  
**541-386-4808** Office  
**Online: [www.helpinghandsoregon.com](http://www.helpinghandsoregon.com)**

## **How do I work with domestic violence offenders?**

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### **Can I obtain services for my client if he or she is the perpetrator of the violence?**

There are several programs in the area that work with offenders. It is recommended that providers call ahead and discuss the specific needs of the client. There is a cost for most batterer intervention programs in our area.

### **About the offender:**

If you suspect your client is battering his or her partner or observe abusive behavior, it is important to state in clear and specific language your "zero-tolerance" for harming others. Interventions can be very effective with offenders; by being concrete in stating what is acceptable and what is not, you provide immediate interventions to their actions, choices and beliefs about violence against their partner(s). Interventions may further endanger the victim and should not be implemented without specific permission from the victim. The victim should first be contacted to discuss disclosure of information to the perpetrator, and safety planning with the victim should be encouraged at every step of the intervention process.

### **Interventions involving batterers:**

- In clear language, let the offender know that you are interested and concerned. Let them know that you are interested in their partner's well being and that you are concerned for their safety.
- Challenge their language. Don't allow ownership or demeaning language when discussing their partner.

- Stay involved; most batterers get the average person to distance themselves from the victim because they make the situation extremely difficult. Since people with disabilities, the elderly and people experiencing dementia are at risk for being stereotyped as “difficult” by friends and family, vulnerable adult batterers can easily deflect attention from their own behavior.

There are several articles regarding working with offenders available on line at Lundy Bancroft’s website:

[http://www.lundybancroft.com/art\\_change\\_men.html](http://www.lundybancroft.com/art_change_men.html)

### **Russian Oregon Social Services (ROSS)**

Russian-speaking culturally-specific services for Domestic Violence and Sexual Assault survivors. Offers case management, crisis intervention, support groups, counseling, and assistance in accessing DV shelters, police, courts, legal assistance, health and housing resources:

**503-777-3437** Crisis Line 24-hours

**503-777-3437** Office Hours: Mon-Fri, 9:00am – 5:30 pm

**Disability specific resources:** Can accommodate care providers; ADA accessible; have programs designed specifically for vulnerable populations.

### **South Asian Women's Empowerment & Resource Alliance (SAWERA)**

Provides case management, resources, referrals, economic empowerment programs and translation services for survivors of domestic violence who identify as South Asian or trace their roots to South Asia (India, Nepal, Pakistan, Sri Lanka, Bangladesh, Bhutan, Tibet, The Maldives, Fiji):

**503-778-7386** Crisis Line

**503-641-2425** Administration Line

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodatesurvivors that need supports with basic needs; ADA accessible.

## **Help for survivors with pets:**

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Below is a listing of domestic and family violence shelters that allow survivors to bring some pets. Shelters may have restrictions on the type and number of pets allowed, so please contact them

**503-445-1446** Office Hours: Mon-Fri, 8:30am – 5:30pm

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors; can accommodate survivors that need supports with basic needs (limited); ADA accessible; have programs designed specifically for vulnerable populations.

### **Lutheran Community Services NW**

LCS provides individual, couple and family counseling, and mental health and addiction services. Has bilingual and cultural clinicians and a bilingual and bicultural intake and reception staff.

Eastern European Counseling Services and Family Support & Child Abuse Prevention Programs offer access to Eastern European immigrants, individuals and their families, to culturally appropriate mental health and other needed services. Outpatient mental health and alcohol and drug program.

African Immigrants and Refugees Counseling Services and Family Support & Child Abuse Prevention Programs offer culturally specific mental health and addiction services to the African immigrants and refugee community of the Portland Metro area and other needed services. (Bilingual)

**503-796-1128** 24-hour Crisis Line

**503-231-7480** Office Hours: Mon-Thu, 8:00am - 5:00pm  
Friday 8:00am - 2:30pm

**Disability specific services:** Can accommodate care providers that may need to accompany the survivors; can accommodate survivors that need supports with basic needs; ADA accessible; have programs designed specifically for vulnerable populations such as elderly + refugee.

## **What are some warning signs of domestic violence?**

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Signs of domestic abuse are varied. It is important not to adopt a “one size fits all” approach to identify abusive behavior. These are some common indicators that can be a useful starting point in identifying potential batterers:

1. **Isolating the victim:** Offenders may interfere with the victim getting services so that the abuse won’t be discovered. Not allowing the victim to attend appointments without accompaniment, speaking for the victim, making excuses for the victim’s missed appointments, and other isolation strategies can be indicators of abuse.
2. **Victim blaming and bashing:** Blame talk can be an indicator of abuse. Batterers often make a point of letting authorities know that the victim is not “all there.” They may use the victim’s illness or disability as a platform for control. It is a common abusive tactic to deflect responsibility onto the victim. By telling the victim that she or he will not be believed and telling care providers that the victim can not be trusted or is not “dealing with reality,” the abuser is able to deflect attention, maintain control and avoid detection.
3. **Manipulation:** Perpetrators often use manipulation strategies such as threats to harm themselves or others, lying to providers and using guilt and/or shame that the victim might feel to abuse the victim.
4. **Patterns of anger and violence:** Individuals who are in the early stages of dementia may be very angry, confused and frightened at the changes they are experiencing. However, it is important to be on the lookout for and

intervene when you see ongoing violence or patterns of abuse used against them. Collateral information from others may be needed

5. **Quick Involvement:** Some batterers target victims with disabilities, becoming “fast friends” and very quickly limiting the victim’s access to other people or assistance. This quick involvement often lacks the emotional basis present in genuine relationships and can be based on financial gain or other forms of manipulation.
6. **Fear:** Be alert if the victim seems to be afraid, looks to the offender prior to answering questions, or seems to seek approval or continuous validation. Fear can be a clear indicator of abuse.
7. **Emotional and physical withdrawal by the batterer:** Be alert to the use of emotional withdrawal or abandonment. These are situations, in which a batterer might tell you that they left a dependent victim for long periods of time or in situations that don’t seem appropriate to you. The perpetrator may be using the victim’s disability and need for care as a tactic of abuse.

## **Culturally-Specific and Population-Specific Services for DV Survivors:**

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### **Catholic Charities El Programa Hispano Project UNICA**

Project UNICA provides culturally specific services for Latino survivors of domestic violence and sexual assault. Services are offered in English and Spanish and include DV resources and information, support groups, and case management.

**509-236-9670** Office Hours: Mon-Fri, 9:00am - 5:00pm

**Disability specific resources:** ADA accessible

### **Healing Roots Center: Bradley-Angle**

The Healing Roots Center is an African-American & African immigrant drop-in resource Center in N/NE Portland. They offer yoga, writing classes, mental health, alcohol and drug addiction services, support groups and parenting classes:

**503-595-9591** Office Hours: Mon-Fri, 10:00am – 5:00pm

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs; ADA accessible; not TDD and TDY capable.

### **Immigrant & Refugee Community Organization (IRCO)** **Refugee & Immigrant Family Strengthening Program (RIFS)**

The RIFS program is a culturally specific domestic violence program to address the cultural and linguistic needs of victims from the immigrant and refugee communities. They provide crisis intervention, safety planning, case management, referrals for resources, basic life skills classes and legal advocacy:

for juveniles who have been picked up by the police on the suspicion of being prostituted by a pimp or “enforcer”.

**503-640-5311** Crisis Line

**503-626-9100** Office Hours: Mon-Fri, 9:00am – 5:00pm

**Disability specific responses:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs; ADA accessible; have programs designed specifically for vulnerable populations.

### **Volunteers of America, Oregon – Home Free**

Home Free provides a daytime hotline, access to motel vouchers for temporary emergency housing, support groups, systems navigation, and restraining order advocacy.

**503-771-5503** Office Hours: Mon-Fri, 8:00am – 6:00pm

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs; ADA accessible; TDD and TDY capability; have programs designed specifically for vulnerable populations such as: drop-in appointments with advocate, support groups, including groups for children.

## **What are some warning signs that someone is being abused?**

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There is no one way to identify victims of domestic violence. Each victim responds to violence and abuse in his or her own way. Those who are battered come in all personality types, with individual strengths and resources. Many victims are reluctant to discuss the abuse that they are experiencing. The following list offers some signs to look for in identifying domestic violence:

- unexplained signs of injury such as bruises, welts, or scars, especially if they appear symmetrically on two sides of the body;
- broken bones, sprains, or dislocations;
- reports of drug overdose(s) or apparent failure to take medication regularly (a prescription has more remaining than it should);
- broken eyeglasses or frames;
- signs of being restrained, such as rope marks on wrists;
- the victim rarely goes out in public without his or her partner;
- threatening, belittling, or controlling caregiver/ partner behavior that you witness;
- victim behaviors such as rocking, sucking, or mumbling to oneself;
- bruises around breasts or genitals;
- unexplained venereal disease or genital infections;
- torn, stained, or bloody underclothing;
- unusual weight loss, malnutrition, or dehydration;
- untreated physical problems such as scratches, wounds, or bed sores;
- being left dirty or having basic needs unmet;
- significant withdrawals from a victim’s bank account(s);
- sudden changes in access to finances or spending all funds on a batterer;

- personal items, medication or cash missing from the household;
- addition of names to banking access or changes in payee;
- evidence of overmedication or under medication;
- evidence of drug or alcohol use;
- a victim seems afraid or anxious to please his or her partner;
- a victim goes along with everything their partner says and does;
- a victim might check in often with their partner to report where they are and what they're doing;
- a victim might receive frequent, harassing phone calls from their partner;
- a victim might talk about their partner's temper, jealousy, or possessiveness;
- a victim might miss work, school, or social occasions without explanation;
- a victim might have limited access to money, credit cards, bus passes or the car;
- a victim might have low self-esteem, even if they used to be confident;
- a victim might have major personality changes (e.g. an outgoing person becomes withdrawn);
- apparent depression, anxiety, suicide attempts or discussion about feeling suicidal and/or hopeless.

## **Non-Shelter Domestic Violence Services:**

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### **Domestic Violence Enhanced Response Team (DVERT)**

DVERT provides a coordinated intervention for domestic violence victims who are at the highest risk of danger and re-assault. The goal of the intervention is to stop the assailant's violence and to protect the victim from further harm.

**503-988-6440** Office Hours: Mon-Fri, 8:00am – 4:30pm

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs; TDD and TDY capability and ADA accessible.

### **Gateway Center for Domestic Violence Survivors**

The Gateway Center provides a domestic violence drop in center with community-based victim advocates, criminal justice services and civil legal assistance under one roof. The center is located at 102nd and East Burnside.

**503-988-6400** Office Hours: Mon-Fri, 9:00am - 4:00pm

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs; TDD and TDY capability and ADA accessible.

### **Sexual Assault Resource Center (SARC)**

SARC provides accompaniment to any case-related meeting or restraining/stalking order hearings, and individual counseling for uninsured adolescents and adults; a nine-week sexual assault prevention curriculum within the high schools in the Portland-Metro area; 24-hour in-person crisis intervention and advocacy

## Emergency Shelters for Survivors:

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### **Bradley-Angle**

Bradley Angle is a domestic violence agency that provides services to survivors of domestic violence, including confidential emergency shelter.

**503-281-2442** 24-hour Crisis Line  
**503-232-1528** Administrative Offices

**Disability specific resources:** Can accommodate care providers that may need to accompany the survivors and can accommodate survivors that need supports with basic needs. Shelter is fully ADA accessible.

### **Raphael House of Portland**

Raphael House of Portland is a multi-faceted domestic violence agency dedicated to fighting the causes and effects of intimate partner violence in a variety of ways. They offer emergency shelter in a confidential location, safety planning and advocacy on a 24-hour in-house crisis line.

**503-222-6222** Crisis Line  
**503-222-6507** Administrative Offices

**Disability specific resources:** Shelter is fully ADA accessible.

## B.A.S.I.C. Intervention Strategies:

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The B.A.S.I.C. intervention strategy is an acronym to help you remember important techniques in supporting vulnerable adult victims of domestic violence:

**Believe the victim.** Support a victim by believing his or her story.

**Assess for danger and lethality.** It is essential in working with vulnerable populations that advocates pay attention to the areas of greatest risk.

**Sensitivity.** Be sensitive to the unique concerns of vulnerable victims of abuse and the specific tactics of the abuser. One-size does not fit all.

**Information.** Give information that addresses the victim's concerns and help him or her make his or her own best decisions surrounding safety planning and next steps.

**Call.** Call domestic violence advocates and other collaborators, law enforcement, adult protective services, child welfare, medical personnel, mental health and addictions counselors and case managers to help victims receive the most comprehensive help available.

## Safety Plan

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The focus of a safety plan is to develop strategies that enhance physical safety and help survivors of domestic violence to decide on the most appropriate next steps. Each situation is unique. Safety planning efforts should consider how the survivor's specific needs, strengths and disability impact the safety plan. The following suggestions can help plan for survivor safety.

Program important phone numbers into a confidential cell phone. Include police, domestic violence hotline, safe friends and family supports. Consider listing these under nicknames or acronyms.

Create and discuss an escape plan. Include transportation to a safe location in the plan.

Develop a contingency plan with the victim that includes: a plan for calling 911, quick access to critical information or resources (such as prescriptions) that may be needed in a crisis, and safe short term housing options.

Identify a signal or code word that the survivor can use with managers, counselors, medical personnel, care providers, and other support people to alert them that help is needed.

Determine what the survivor is most concerned about and plan around those concerns. Help to identify strategies that are working to keep him or her safer.

If the survivor has decided to leave the relationship advise him or her not to share that information with the batterer in advance, and not to tell them in person. Plan a safe exit strategy.

Identify someone the survivor can talk with to determine what to do next. Call the domestic violence hotline.

## 24 Hour Crisis Lines and Helplines:

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### **Portland Women's Crisis Line**

Services for dv & sexual assault victims/survivors.

**503-235-5333** 24-hour Crisis Line

**888-235-5333** Toll-Free

**503-419-4357** TTY

**Disability specific resources:** Translators available 24 hours a day.

### **Catholic Charities El Programa Hispano Project UNICA**

Project UNICA provides culturally specific crisis line for Latino victims of domestic violence and sexual assault.

**503-232-4448** 24-hour Crisis Line

**888-232-4448** Toll-Free

**Disability specific resources:** Crisis line is offered in English and Spanish 24-hours. DV resources and ADA accessible.

### **Sexual Assault Resource Center (SARC)**

24-hour crisis line for victims of sexual assault. SARC provides hospital and law enforcement accompaniment within Washington County and sometimes Multnomah County.

**503-640-5311** 24-hour Crisis Line

**888-640-5311** Toll-Free

**503-626-9100** Office Hours: Mon-Fri, 9:00am – 5:00pm

**Disability specific resources:** Can accommodate victims that need supports with basic needs; safety planning for vulnerable adults, free counseling both in English and Spanish, ADA accessible.