D.A.R.T

Volunteers Are Essential, Please Join Us!

PROGRAM DESCRIPTION

Law enforcement and health care professionals are often the first point of contact for domestic violence survivors in a crisis. Contact can be limited and unable to address the immediate needs of survivors at a time when they are most vulnerable.

The Domestic Abuse Response Team was initiated by Laurel House to meet the immediate needs of survivors in crisis, improve their experience with first responders, and help navigate the consequential criminal justice system while supporting their transition out of crisis. D.A.R.T offers a separate 24/7 hotline for local law enforcement or medical personnel to contact anytime they encounter a survivor in crisis.

While providing immediate support to survivors, program advocates also offer first responders support and guidance as well as scheduled trainings to further educate and bring awareness to the complex and unique challenges faced by survivors.

ROLE OF VOLUNTEERS

A combination of full-time staff and volunteers enables DART to provide 24/7 response. Volunteers are essential for covering crisis hotline calls after hours, weekends, and holidays.

Volunteer advocates help assist survivors with safety planning for the night, explain LH services, collect vital information for client follow up, connect survivors to shelter as needed, provide PFA information and offer a kind and nonjudgmental ear for survivors in distress.

COVERAGE NEEDED:

Week nights 6pm-7am
Weekends:

- **Fri 6pm-3pm Sat**
- **Sat 3pm-12pm Sat**
- **Sun 12pm-7am Mon**

REQUIREMENTS

- **40 Hour Justice Autonomy Restorative and Safety Online Training**
- **Drivers License and personal vehicle**
- **Background Check and Clearances**
- **At least 2 shifts per month**

HOW IT WORKS

If an officer or medical personnel identifies a person as a victim of domestic violence, they offer the victim the opportunity to have a DART advocate either meet them in person at the scene of incident, police station, hospital, or another safe location, or speak with them over the phone.

***We must have victim's permission first to speak over the phone or come in person.**
***If in person, the location must be safe and secure for both the survivor and advocate.**
***All information provided to D.A.R.T is confidential and not shared with first responder without survivors permission.**

SUPERVISORS ON CALL

You are not alone. There is always a supervisor on call during a volunteer shift and available for any questions or concerns. Supervisors on call are also available to arrange any necessary transportation or emergency hotel stay requests.

RESOURCES

All volunteers have access to a DART Gmail account to communicate referrals received during shift, and access any helpful guides, policies, updates, calendar on call schedule, intake forms, and any other helpful documentation. All information within the Gmail google drive is also provided as hardcopies within a travel binder for easy access and use when responding to calls in person.

TAKING AN ON CALL SHIFT

Each month all active volunteers are sent a link with available shifts for the following month. Once all shifts are filled, volunteers receive notice of a finalized schedule accessible via Gmail google drive as well as an attached hardcopy.

The day of assigned shift, a text is sent shortly before the start time to assure volunteer is ready to receive calls and inform of supervisor on call for the night. Once a response is received calls to the hotline are forwarded to volunteer's personal cell number.

If at any time, a hotline referral call requires a call back, all volunteers are asked to use *67 before entering contact number to assure referrals do not have volunteer's personal numbers. At the conclusion of a shift, any calls or referrals received must be communicated in a Gmail intake form within the dart Gmail to update staff.

QUARTERLY MEETINGS

Every three months a DART Volunteer meeting is held to provided relevant trainings and significant program information that further supports knowledge and awareness of domestic violence topics and local resources. All volunteers are expected to attend at least 3 of 4 quarterly meetings in person or virtually.

OUTREACH

Each year the DART program shows its appreciation for first responders and all the work they do for our community often in the worst of times. In December, DART holds a cookie drive with the help of our volunteers to put together a personalized assortment of cookies and deliver to local police departments and medical facilities within the county.