

## WHAT TO DO WHEN A TRIANGLE PARTICIPANT REPORTS ABUSE

- Thank the person for telling you.
- Even if you are upset or nervous, do your best to project a calm demeanor.
- If you are in a public or noisy part of the building ask the participant if they want to go to a quiet place to talk. If they say “no” respect that wish and stay where you are.
- Tell the person it’s OK to feel what they’re feeling (nervousness, fear) and assure them they did the right thing telling you.
- Tell the person you have to call DPPC but they can choose who else knows. Give them the option of being present and participating in the DPPC report. Also, inform them that the Human Rights Committee reviews all DPPC reports.
- Make a report to DPPC.**
  - \*See note A for reporting instructions. \* See note D for additional instructions for sexual assault
- Ask the participant if you can go with them to talk to the **IMPACT: Ability Program Coordinator** to identify support and resources.
- Make sure the participant is physically safe. If you need help assessing this talk to the **IMPACT:Ability Program Coordinator** or Behaviorist.
- Ask the participant who else they want to know about the disclosure. Do not discuss with anyone you don’t have the participant’s permission to tell.
  - \*See note B for guardianship exceptions to this.
- Due to the sensitive nature of this information do not enter it into the Triangle database unless the participant wants the information recorded.
- If the named perpetrator is a Triangle staff person tell the Director of Human Resources. Tell the participant that you are doing this in order to make sure everyone at Triangle is safe.
- If you have questions, doubts or concerns about the story do not share your doubts with the participant. You still must report to DPPC.
- Ask the person if they want to talk about the abuse to a therapist.
  - \*If so, see note C for instructions
- TAKE CARE OF YOURSELF.** \*If you need help or support, see the **IMPACT: Ability Program Coordinator** or the Director of Human Resources

## NOTES

### A: Reporting Instructions

- Abuse is reportable to DPPC if the participant is between the ages of 18 and 59 and the alleged perpetrator is a guardian or other care-giver, household member, agency staff person, transportation provider, teacher, school staff person or any other person who is in a care-giving role. When in doubt, report. The DPPC hotline staff will assist you.
- To report abuse, call the DPPC hotline at **800-426-9009 (voice) or 888-822-0350 (TTY)**.
- An oral and written report to DPPC is required.
- Offer the person as many options as you can for making the report: Do they want to be present when you do it? Do they want to talk to DPPC or do they want you to do it?
- If the person is over 60 DPPC may refer you to the Department of Elder Affairs.
- If the participant is **under 18** report to Department of Children and Families: **800-792-5200**

### B: Guardianship

- If the person has a guardian and the guardian is not the alleged abuser, you must tell the guardian.

### C: Outside Therapy

- If the person has a therapist, ask if they feel comfortable speaking with their therapist about this incident.
- If the person wants outside therapy and does not have a mental health provider, make a referral to Erin McCoy at the Beth Israel Deaconess Medical Center's Center for Violence Prevention and Recovery. Erin can be reached at 617-667-3454.

### D. Sexual Assault or Rape

- If the abuse involved a sexual assault or rape, medical examinations that preserve forensic evidence are available through the Massachusetts Sexual Assault Nurse Examiner (SANE) program. If the participant wants this, take them to the emergency department of a SANE-approved hospital. SANE Website with the closest locations can be found here: [URL: http://www.mass.gov/dph/sane](http://www.mass.gov/dph/sane)