Hotline CHEATSHEET

When you receive a call:

Answer: SHARP Hotline, this is (your First name) how can I help you? Begin to assess the caller's needs.

Questions to ask when a Victim Calls:

When did assault occur? If assault occurred within past 96 hours, recommend they go to TAMC for SAFE kit, and receive medical attention - see **Responding to ER section and follow procedures.**

> NOTE- If the assault occurred more than 96 hours ago, the victim can still be seen at TAMC, especially if evidence is still available- i.e. unwashed clothing, healing bruises, etc.

Do you require immediate medical attention? If so, can you get to the nearest emergency room? If not, offer to contact an ambulance.

Where are you now?

Are you safe?

Was the offender a spouse or intimate partner? If yes, contact the Domestic Violence safe line at 808-624-7233.

Always explain Restricted and Unrestricted Reporting Options to the victim. The victim will need to sign the DD 2910 (Victim Reporting Preference Statement) to indicate which option they chose. If the call is after hours, and this is a delayed report, set up a time to meet with the victim on the following duty day to sign the proper forms. Write down the victim's name and contact information.

If you receive a call from TAMC-

- Follow procedures listed in 'Responding to ER' Tab.
- **SAFE KIT**- if completed and report is restricted, you will need to provide a restricted case report number. Directions are provided in back of "Responding to ER" tab

If you receive a call from the MP's or CID, gather information, and contact the victim, or if CID is requesting, meet with the victim at CID and discuss VA services with the victim.

Required Paperwork:

- There are packets of paperwork in the binder for your use. If you use a packet, make a copy to replace the packet you have used.
- You must complete the DD 2910, DD 2965, First Contact Form, Offender Information Worksheet, Services Provided log, and the Victim's Rights form**. The DD 2910 must be signed before making any notification, but other paperwork can be filled out at a separate time if requested by the victim.**
- See 'Flow Chart' Tab for visual guide on who to contact for both Restricted and Unrestricted Reports.

If you miss a phone call, you must return the phone call within 20 minutes. If there is no answer, do not leave a message.