

## COVID-19 IPV Resources

### Community Risk Coordinators (CRC)

#### 1. If patients did not disclose abuse during the initial screening process with the Contact Tracers:

- Education about IPV resources available in CT are very important to share with patients each time you speak with them (“Education every time”). Disclosure is not common, and it is not the goal. Utilizing the following educational script will just ensure that each patient you work with is now aware that free, confidential and voluntary resources exist for IPV in CT.

Sample IPV Telemedicine Script for virtual education with patients:

#### “With increased isolation and stress due to the COVID-19 pandemic...

- We have started talking about intimate partner violence with all of our patients because it can have such a serious impact on your health.
  - We want to let you know that Connecticut has a 24/7 IPV hotline, called Safe Connect.
  - Safe Connect Advocates understand complicated relationships and all services are free, safe, confidential and voluntary.
  - If you have anyone that might benefit from these resources please let them know that they can call or text **888.774.2900** or email and live chat at [www.CTSafeConnect.org](http://www.CTSafeConnect.org)
- CRC’s can also send Safe Connect information virtually to the individual if they would like the resource, and if it is safe to do so.
    - [www.CTSafeConnect.org](http://www.CTSafeConnect.org)
    - [www.ctcadv.org](http://www.ctcadv.org)
    - [http://www.ctcadv.org/files/7115/7288/3028/Safe\\_Connect\\_Poster\\_11x17\\_10.19.pdf](http://www.ctcadv.org/files/7115/7288/3028/Safe_Connect_Poster_11x17_10.19.pdf)
    - [http://www.ctcadv.org/files/8915/7356/6448/Safe\\_Connect\\_Poster\\_11x17\\_Spanish\\_10.19.pdf](http://www.ctcadv.org/files/8915/7356/6448/Safe_Connect_Poster_11x17_Spanish_10.19.pdf)

**Disclosures are not common and not the goal, but they do happen.** If you get a positive disclosure, or concern, connect the patient to Safe Connect for safety planning.

- **Refer:**
  - “If is ok with you I can merge our phone call with an Advocate at Safe Connect. They are available to speak with you and can help set up a safety plan with you confidentially.”
  - *OR* “Would right now be a good time to connect you with an advocate at Safe Connect? If not, would you like to pick a time that is safest for you?”
- **Call or text 888.774.2900 or live chat and email at [www.CTSafeConnect.org](http://www.CTSafeConnect.org)**

Ashley Starr Frechette, MPH  
Director of Health Professional Outreach  
[astarrfrechette@ctcadv.org](mailto:astarrfrechette@ctcadv.org)

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### Helpful Reminders:

- Ask the patient what time they prefer to set up the call/video chat with you.
- Ask patients to take phone calls off speaker or use headphones.
- Ask the patient if there is a time that would work best to call back to increase privacy.
- Educate every patient, every time!
  - Repeating the information about IPV resources might be helpful one day, but not another.
  - Repetition also helps people who might not be able to write the information down safely.
- Emphasizing the availability of live chat [www.CTSafeConnect.org](http://www.CTSafeConnect.org) or text options through (888)774-2900.
  - Both can be extremely helpful during COVID-19 isolation because it might not be possible to safely verbalize a concern.
- Remind patients that they do not have to say their name when they call, text, email or live chat with Safe Connect.
- If you, as the CRC, have questions or concerns about IPV please call Safe Connect and speak with an advocate at 888-774-2900 or [www.CTSafeConnect.org](http://www.CTSafeConnect.org)

### 2. If the patient disclosed abuse during the initial questioning with the Contact Tracer, and is already involved/quarantining with IPV services, CRC's should:

- Connect with the IPV Advocate assigned to the case.
  - If the contact tracer did not leave this information please contact the Director of Safe Connect, **Maria Guzman, 959-202-5009** [mguzman@ctcadv.org](mailto:mguzman@ctcadv.org)
- Work together with the IPV advocate on next steps/ to gain education on IPV and the individual safety plan.
- Review and maintain confidentiality with all notes/paperwork.
- If you have any questions or concerns please reach out to Safe Connect anytime 888-774-2900 and ask for any of the supervisors below:
  - Maria Guzman, Director of CT Safe Connect
  - Dylan Figueriedo, Program Manager
  - La-Vette Laboy, Program Manager
  - Terry Alamo, Program Manager
  - Xiomara Campos, Program Manager

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