



## FLOW CHART for **CRISIS CALLS**

### IF YOU RECEIVE AN EMERGENCY CALL . . .

You may be called by someone who is in an abusive situation. That call may be made following or during an episode and you need to respond quickly to establish what the needs are and to respond appropriately. The “Flow Chart for Emergency Calls” can help you through that call. The chart will help direct the conversation, allows the victim to decide what options they have and assesses what actions you need to take.

- Do not go to the home unless accompanied by the police. Domestic violence calls are the most dangerous calls that police officers face.
- Be calm as you listen, gather information and respond.
- If the phone call is interrupted by the abuser’s violent entry or the phone goes dead, call 911.
- Remember to address immediate safety needs facing the victim and children. This is not the time to address any long-term decisions that may lie ahead.
- If the victim chooses to stay, encourage her/him to contact the local shelter or program to learn about resources.
- Do not assume that you know what is best for the person. Individuals and congregations need to partner with the experts in the community.