

Introduction

Victim care is a key component of the Department of Defense's (DoD) efforts to prevent and respond to sexual assault. As part of victim care, the Department launched DoD Safe Helpline as a new crisis support hotline for adult Service members of the DoD community affected by sexual assault. Safe Helpline provides confidential, live, one-on-one expert advice and information worldwide.

Safe Helpline is intended to address two needs. First and foremost, we want to ensure victims have access to care. That care can be provided through the DoD or by civilian care centers; whichever route the victim desires. Through this hotline, victims will be able to get connected to those who can help.

The other benefit of this service is that we hope it will encourage more victims to come forward and report the sexual assault. Research tells us when victims receive needed care and support they begin to have confidence in the response system. In turn, that confidence increases the likelihood they will participate in the criminal justice process.



The Department of Defense Sexual Assault Prevention and Response Office (SAPRO)

SAPRO is the organization responsible for the oversight of Department of Defense (DoD) sexual assault policy. The Department has implemented a comprehensive Sexual Assault Prevention and Response policy to ensure the safety, dignity and well being of all members of the military community.

Our men and women serving throughout the world deserve nothing less, and their leaders – both Military and civilian – are committed to maintaining a workplace environment that rejects sexual assault and reinforces a culture of prevention, response and accountability.

For Program and Policy: www.sapr.mil

For Victim Care: www.myduty.mil

The Rape, Abuse & Incest National Network (RAINN)

RAINN is the nation's largest anti-sexual violence organization. RAINN created and operates the National Sexual Assault Hotline (800-656-HOPE) in partnership with over 1,100 local rape crisis centers nationwide. RAINN also runs the National Sexual Assault Online Hotline (online.rainn.org). Together, the hotlines have helped more than 1.5 million people since 1994.

www.RAINN.org



Live 1-on-1 Help Confidential Worldwide 24/7

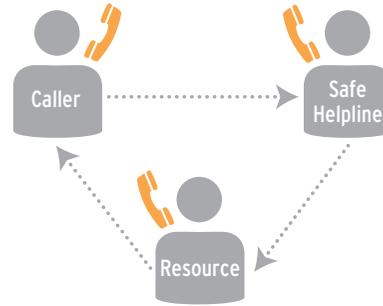
Help is just a





CLICK: Log on to www.SafeHelpline.org

Users will receive live, one-on-one confidential help with a trained professional through a secure instant-messaging format. The website also provides vital information about recovering from and reporting sexual assault.



CALL: Call 877-995-5247 from anywhere in the world and through DSN.

Callers will speak with trained Safe Helpline staff for personalized advice and support. If desired, Safe Helpline staff can transfer callers to their local Sexual Assault Response Coordinators (SARCs)/On-call Victim Advocates (VAs), civilian rape crisis centers or the National Suicide Prevention Lifeline and other needed resources.



TEXT: Text your location to 55-247 inside the U.S. and 202-470-5546 outside the U.S.

Users will receive automated contact information for the SARC at the nearest installation or base.

Safe Helpline Users

Safe Helpline is available to adult Active Duty, Reserve and National Guard members consistent with DoD SAPR policy and Coast Guard Service members. Safe Helpline adheres to state mandatory reporting laws concerning person under the age of 18 and the elderly.

Safe Helpline Operator

Safe Helpline is owned by the Department of Defense and operated by the non-profit Rape, Abuse & Incest National Network (RAINN), the nation's largest anti-sexual violence organization, through a contractual agreement with SAPRO. Safe Helpline staff has been trained on the unique needs of those living and working in the DoD community and know about the resources available on and off military bases and installations around the world.

Have Questions?

To whom will I be referred for further help?

If you want to access resources within DoD, you'll be connected with the local Sexual Assault Response Coordinator (SARC)/On-call Victim Advocate (VA) or other military resources of your choosing. Safe Helpline staff will attempt to get the SARC/On-call VA on the phone with you to allow for a "warm" hand-off transfer.

Should you not want DoD resources, you can be connected to a civilian sexual assault service provider.

Will I be asked for identifying information?

No, Safe Helpline staff will not ask for any information that could identify you, such as your name or address. Should you volunteer to offer any of that information, Safe Helpline will not provide it to the DoD or your chain of command.

What has been done to ensure that my information cannot be traced?

Safe Helpline is built on an innovative communications infrastructure that integrates security and anonymity at every level. Several features have been built in to provide this unique support, including:

- The online hotline does not capture your IP addresses. No records will ever be kept of your online chat session.
- No transcripts are saved after online chat sessions. Once you close the chat window, your text is not retrievable.
- All data is encrypted to ensure that your online chat text cannot be intercepted and read while in transmission.

What kind of data will be caught by Safe Helpline?

Safe Helpline will not store any unique personal information about you. However, to help understand usage patterns, Safe Helpline staff will note if you voluntarily provide non-identifying data such as Military Service or age range. That data will be aggregated and provided to the DoD to assist in program evaluation.

What happens if someone not tied to DoD contacts Safe Helpline?

Individuals outside of the DoD community who contact Safe Helpline to receive sexual assault related services will be transferred to RAINN's National Sexual Assault Hotline.