



Behaviour when coming into contact with a possible victim

Healthcare professionals are well-placed to help people who have experienced violence or neglect. Expertise in interpersonal violence is not a requirement for observing and hearing what a patient has to say; to restoring their safety and directing them to help.

Steps 1-6 should be followed when dealing with a patient

1. Provide first aid



Stabilising the patient's health is of paramount importance.

2. Ensure safety



Ensure your safety and that of the patient. Create a private environment that encourages the patient to talk about the incident. Separate any patient, who may have experienced violence, from the person accompanying them, so that the patient may speak for themselves.

3. Determine what took place



It may be difficult for the patient to talk about the incident. Encourage them to talk in a private – safe – place, be patient and supportive.

4. Collect and store the information



Document, photograph and describe any injuries, where possible, so that they can later be used as evidence, if necessary. While documenting the injuries, describe the patient's emotional state, behaviour, complaints, etc.

5. Refer



While keeping in mind the patient's safety, share information on the help options available: refer the patient to the appropriate agency or contact the agency yourself once the patient has given consent. Provide information material, so that the patient can reach out for help later.

6. Consult



If necessary, consult with a colleague, your institution's social worker, or a designated contact person. Without having to report the victim's personal information, you may also phone the Child Helpline (116 111), Victim Support (116 006) or the police (112), who can offer advice 24/7.

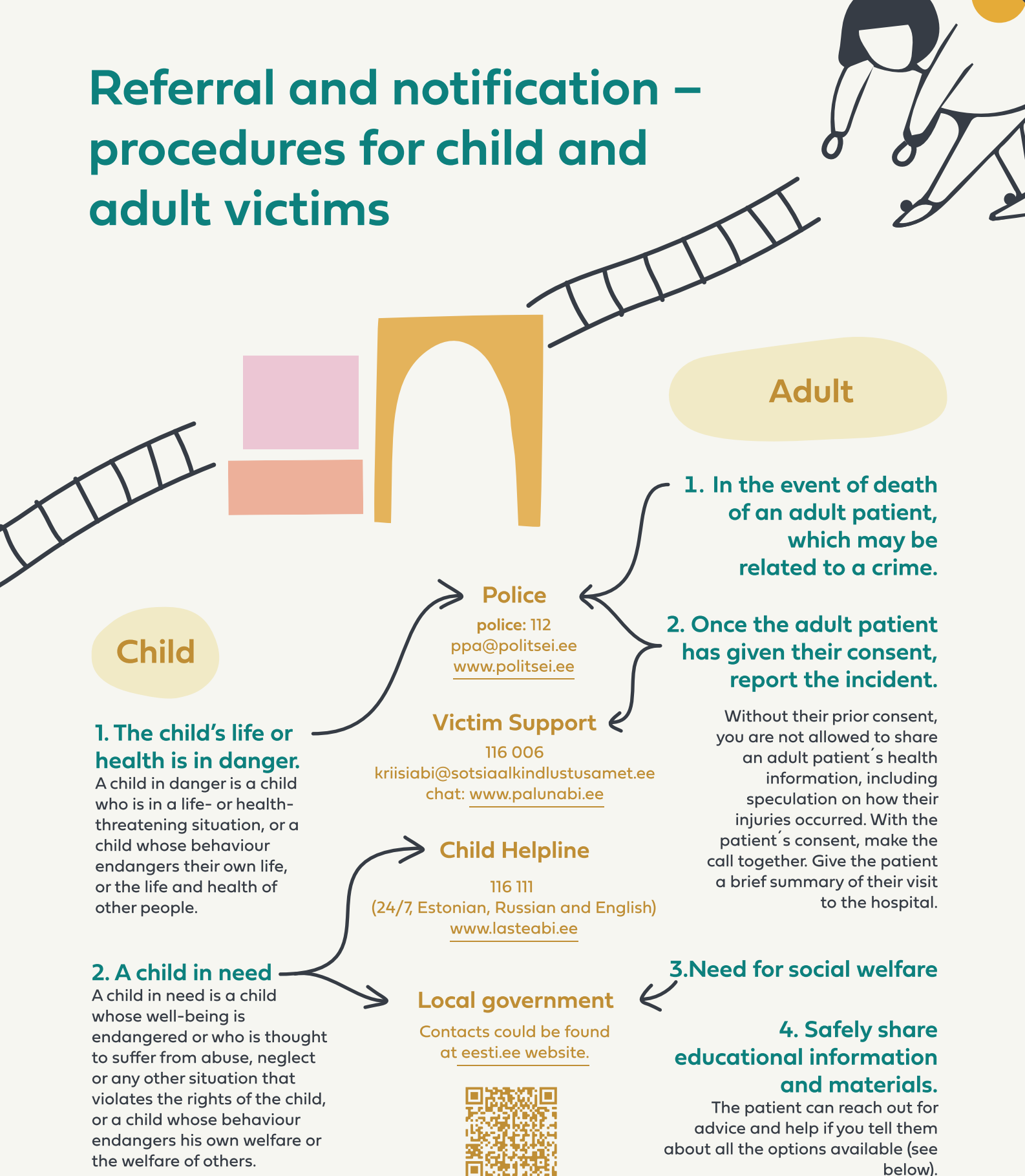


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Referral and notification – procedures for child and adult victims



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Where to turn to / ask for advice

Emergency Services
112

Child Helpline
116 111

**Victim Support
Crisis Helpline**
116 006

**State
helpline**
1247

When calling
from abroad
+372 614 7393

When calling
from abroad
+372 600 1247

Victim Support
workers
(find contacts
here)



Abandoning
violence
helpline
660 6077

Emotional support
and pastoral care
helpline
116 123

Sexual violence crisis assistance centers

Lääne-Tallinna naistekliiniku
erakorraline vastuvõtt
+372 5342 4724

Ida-Viru Keskhaigla
+372 331 1041

Pärnu haigla
+372 447 3505

Tartu Ülikooli kliinikum
+372 731 9954

Human trafficking
prevention helpline
+372 660 7320

24/7

Women's support centres

Harjumaa

MTÜ Tallinna
Naiste Kriisikodu
+372 526 4687
+372 5396 9834
ENVL Tallinna
Naiste Tugikeskus
+372 5757 0911

Ida-Virumaa

MTÜ Ida-Virumaa Naiste
Tugikeskus-Varjupaik
+372 5333 2627

Jõgevamaa

MTÜ Jõgevamaa
Naiste Tugikeskus
+372 5860 0170

Järvamaa

MTÜ Järvamaa
Naiste Tugikeskus
+372 5813 3755

Läänemaa

MTÜ Läänemaa
Naiste Tugikeskus
+372 504 2300
+372 5197 7170

Hiiumaa

MTÜ Läänemaa
Naiste Tugikeskus
+372 5629 7745

Lääne-Virumaa

MTÜ Virumaa
Naiste Tugikeskus
+372 56297 745

Põlvamaa

MTÜ Naiste Tugi-
ja Teabekeskus
+372 5884 9494

Pärnumaa

MTÜ Pärnu
Naiste Tugikeskus
+372 5398 1620
+372 5365 0260

Raplamaa

ENVL Raplamaa
Naiste Tugikeskus
ja Tallinna Naiste
Kriisikodu
372 54005144

Saaremaa

MTÜ Pärnu
Naiste Tugikeskus
+372 5309 8919

Tartumaa

MTÜ Naiste
Tugi- ja Teabekeskus
+372 5594 9496

Valgamaa

MTÜ Valgamaa
Naiste Tugikeskus
+372 5303 2544

Viljandimaa

MTÜ Viljandimaa
Naiste Tugikeskus
+372 5805 0535

Võrumaa

MTÜ Võrumaa
Naiste Tugikeskus
+372 528 3615

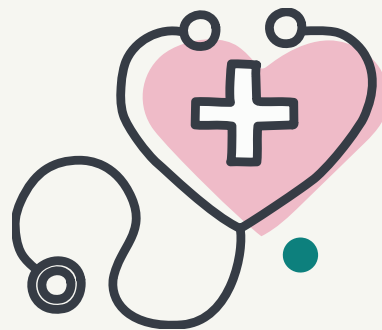


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Dealing with a patient who may be a victim



Immediate medical care and safety

Offer immediate medical care

First ensure your own safety

Then ensure the safety of the patient

Privacy and examination

Create a private environment in which to communicate with the patient

Routine examination/
consultation

Describe and document the injuries, collect the evidence,

complete the primary risk assessment in the event of intimate partner violence

Is a referral needed?

Provide information about help options/
establish contact with Victim Support

Is there an obligation to notify the relevant authorities about the patient?

Based on the patient's health condition, is a follow-up necessary?

Agree on the date and time for a follow-up

Adult

Contact the police or Victim Support, with the consent of the adult patient.

In the event of the patient's death, which may be related to a crime, notify the authorities on the emergency number 112. In the case of an adult in need of aid (social welfare), there is an obligation to notify the local government.

The obligation to notify

Child

In the case of a child in danger*, there is an obligation to notify the authorities on 112. In the case of a child in need, call 116 111 or notify the local government.

* A child in danger is a child who is in a life- or health-threatening situation, and a child whose behaviour endangers their own life, or the life and health of other persons.



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