

# Policy development tips

for digitalized services in sexual assault centres





# Avoid confusion

## Define tech terms so everyone's on the same page

# Work with what you know

Adapt existing policies

- Telephone crisis line
- Record keeping
- Managing abusive people



# Understand how the digitalized service is different from other services

## Consider

- Data management
- Safety of support seekers and staff
- Requirements for staff

# Manage data

What data does the technology collect?

How is the data managed?

- By vendor: Read their privacy policy
- Internally: Review settings, establish procedures



# Identify critical connection points

- Establishing support seeker consent
- Establishing support seeker identity
- When a support seeker is in immediate danger
- When a support seeker stops responding
- Maintaining boundaries
- When someone is abusive



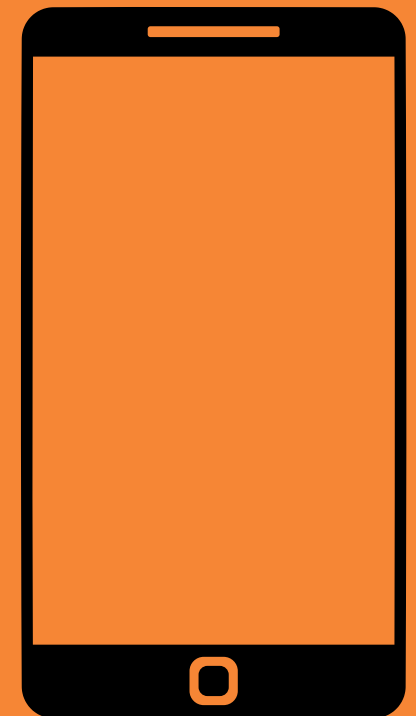
# Engage staff

- Ensure everyone understands legal obligations
- Learn about challenges and concerns
- Identify privacy and safety issues
- Establish how to use the tech efficiently and safely
- Train everyone on policies and procedures

# Avoid the use of personal devices

## Using workplace devices

- Improves management of support seekers' information
- Enhances staff and support seeker safety
- Supports work/personal boundaries
- Is more equitable for all staff







Revisit policies when the  
tech changes

(and it will!)

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