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 only:
  - Improves management of support seekers' information

- o   Enhances staff and support seeker safety
- o   Supports work/personal boundaries
- o   Is more equitable for all staff

Revisit policies when the tech changes (and it will!)