



CONTINGENCY COMMUNITY COUNSELLING SERVICE PROTOCOL

PURPOSE

Masimanyane Women's Rights International provides a community counselling service that consists of containment counselling services to survivors of domestic violence, intimate partner violence, sexual assault and related.

In the wake of the current corona virus threat, President Cyril Ramaphosa has declared a national 'state of disaster'.

The management team of Masimanyane Women's Rights International met on Monday, 16 March 2020 to discuss the implications of this call on the organisation, our work and the staff involved.

In response, Management has decided to suspend all non-essential services of the organisation and allow relevant staff members to work from home.

This is introduced as a preventative measure to limit contact between people and facilitate social distancing.

This means that Masimanyane's community counselling service staff will continue to render the service from home, in order to still maintain this critical service.



PERSONS AFFECTED

This contingency protocol is applicable to all staff members who are employed at the community counselling service. Affected staff includes, but is not limited to, first responders, social auxiliary workers and all our lay counsellors.



CHANGES TO THE SERVICE

Customarily, this service occurs face-to-face on site. From Thursday, 19 March 2020, this service will be rendered telephonically until further notice.

A list of first responder staff has been issued that consists of direct telephone numbers of each office staff members that will be on call during this period.

The counsellors' telephone numbers will be placed on posters that will be pasted on the doors of the office sites from Wednesday, 18 March 2020.

All counselling staff will be on call on their phones to answer calls from survivors seeking assistance.

On the posters, there will be the option of sending a 'please call me' to the counsellor. Each counsellor will be on call for their own respective office site.

Furthermore, survivor data will continue to be collected by the counsellors using relevant intake forms and note taking books for additional notes that will be used on follow-up.

The programme manager will ensure that enough stationery and data tools are distributed to each counsellor by Wednesday, 18th March 2020. The forms will be placed in

plastic sleeves sheets and stored in lockable storage cabinets in counsellors' homes.

The counsellor will use their own discretion to determine the amount of time spent on telephonic counselling.

For the express purpose of the telephonic support, the counsellor will provide all necessary introduction, explaining the service, assessing the level of distress of survivors and needs (including level of risk and safety planning with view for onsite follow-up at a later stage), containment, referral and any information required.

The weekly monitoring of the service by the programme managers will inform any additional support and or changes to the service necessary.

Furthermore, this monitoring will evaluate whether or not data capturers will be required during this period to work remotely in data capturing and the procedures that that process will take.

The Community Counselling Programme and Monitoring & Evaluation Managers will be responsible to inform all relevant stakeholders to the changes to the service that this protocol contains by Wednesday, 18 March 2020.