



## **Domestic Violence First Contact Checklist**

Any person with a frontline role in the community may come into contact with a survivor of domestic violence.

Using the Domestic Violence First Contact Checklist as a guide, all service providers will follow the procedures outlined below in response to a disclosure or incidence of domestic violence, ensuring that regardless of where a person or child discloses abuse, they will get a consistent and caring first response.

A consistent, caring and effective first response consists of three primary components:

1. Explaining confidentiality and informed consent
2. Safety planning and risk assessment
3. Making appropriate referrals.

Domestic Violence First Contact Checklist for frontline workers:

- I explained the limits to confidentiality (I explained to her what could be held in confidence and what could not be held in confidence).
- I checked if the client had already completed a risk assessment and if there was a prior risk assessment, I checked with the client if any circumstances had changed and reviewed her safety plan.
- I completed a safety plan OR I facilitated the completion of safety plan by another professional in the community.
- I have considered any barriers that may have an impact on her ability to access service including; language, financial need, disability, transportation, geographic location, culture, age, and sexual orientation and if necessary, helped her to problem solve to address these (for example, assisted her in calling or arranging transportation for her).
- I reviewed resources for safety with her, including:

Police/Victim services  
Emergency shelter  
Crisis lines  
Hospital, health or medical services

- I addressed her physical and medical needs by offering a referral to the Guelph-Wellington Sexual Assault & Domestic Violence Care & Treatment Centre at Guelph General Hospital
- If children were involved, I considered whether a referral to Family and Children's Services was needed.
- I encouraged her to contact Guelph-Wellington Women in Crisis.
- I offered to assist with these referrals.
- I fully informed her of her choices and options for service provision.



GUELPH-WELLINGTON  
ACTION COMMITTEE  
*on Sexual Assault & Domestic Violence*