

## VSE Members Online Discussion Challenges and Achievements during COVID Crisis for Victim Support Services

Thursday 9<sup>th</sup> July 2020  
10.30am – 12pm (CET)

### Agenda

<b>10.20 – 10.35</b>	<b>Arrival of participants on the online platform</b>
<b>10.35 – 10.45</b>	<b>Welcome words by Victim Support Europe</b>  <b>Virtual tour de table of participants</b>
<b>10.45 – 11.05</b>	<b>Overview of challenges faced by victim support services</b>  <ul style="list-style-type: none"> <li>- Survey results on impact of COVID10 on victim service providers in the UK, David Kenyon, Supporting justice</li> <li>- Survey results of VSE members, Victim Support Europe</li> </ul> <p><b>Questions to open the discussion with participants:</b></p> <ul style="list-style-type: none"> <li>- Have you faced similar challenges in your organisation?</li> <li>- Are there other challenges that your organisation has faced and which were not mentioned in the discussion?</li> </ul>
<b>11.05 – 11.35</b>	<b>How VSE members have dealt with lockdowns and managed to resolve challenges?</b>  <ul style="list-style-type: none"> <li>- Jolena Flett, Head of Services Foyle Victim Support Northern Ireland Focus on: retaining volunteers, witness service, training development</li> <li>- Dr. Sigal Haimov, Director of Professional Programs and Models Development, NATAL - Israel Trauma and Resiliency Center</li> <li>- Idit Michael - Head of Programming NATAL Global Focus on: organizational adaptation to providing variety of services remotely, supporting first responders and medical teams</li> <li>- Ivana Andrijašević, Victim and Witness Support Service Croatia Focus on: staff shortage on the 116006 helpline and budget cuts</li> </ul> <p><b>Questions to open the discussion with participants:</b></p> <ul style="list-style-type: none"> <li>- What innovative solutions have you put in place to overcome these challenges?</li> </ul>

	<ul style="list-style-type: none"> <li>- How did you adapt your services to provide continuous support to victims in your country?</li> <li>- Which specific tools (software, online platforms) did you use to expand your online/telephone services? What were your experiences with these tools?</li> <li>- Did you receive any support from the government to continue to operate your services?</li> <li>- How have you been addressing the developments of the past months with your staff and volunteers? Have you had any training activities, e.g., for work from home or for returning to the workplace under new rules?</li> </ul>
<p><b>11.35 - 11.50</b></p>	<p><b>Looking to the future, opening up and future events</b></p> <ul style="list-style-type: none"> <li>- João Lázaro, President APAV</li> </ul> <p>Focus: Opening up services in a safe way, contingency plan (prepare for another lockdown)</p> <p><b>Questions to open the discussion with participants:</b></p> <ul style="list-style-type: none"> <li>- What measures have you put in place to reopen your face to face service? How has the experience of reopening been so far?</li> <li>- Are you preparing any plans in the case of another lockdown?</li> <li>- How do you plan to conduct your next events/conferences?</li> <li>- Does the COVID crisis impact your involvement in projects (national or European)?</li> </ul>
<p><b>11.50 – 12.00</b></p>	<p><b>Conclusion and follow-up actions</b></p> <p>Victim Support Europe</p>