

# **Victim Support Europe Webinar** **Supporting Justice Presentation**

## **Victim Services Survey 2020**

### **The impact of Covid 19**



# THE IMPACT OF COVID 19

- Services have had to adapt quickly
- Greater use of technology
- Innovation and creativity
- New ways of working

For us it has been straightforward to change from face to face to telephone support



# SURVEY - KEY FINDINGS

- Over one hundred service organisations responded
- 94% have had to adapt their services during this crisis
- 67% of services have not been able to maintain the range and level of support previously offered
- 60% of services noted an increase in the number of victims concerned about personal safety
- 60% are still assessing needs well



# WHAT THEY SAID

## Quotes from service providers

We need to ask if face to face support really is the gold standard for victim care and how do we know if it is?

What assumptions have we made about what works best for victims?



# What they said

We have adapted our services significantly: can and should this new approach be sustained in the future?

We have had to embrace technology and there is more to learn

BAME and young people may be disadvantaged by lack of face to face support



# What next? Questions and discussion

We need to understand more about what has worked, what hasn't and how this can shape the future of our services

What tools and resources will we need in the future?





# COVID-19 Response & Survey of Members

# VSE's COVID-19 Response

- Information page: <https://victimsupport.eu/covid-19-information/>
  - General information on COVID-19
  - Coronavirus-related crime
  - Domestic violence during lockdown
  - Coping with anxiety and isolation
  - Information for victim support professionals
    - Distance support services



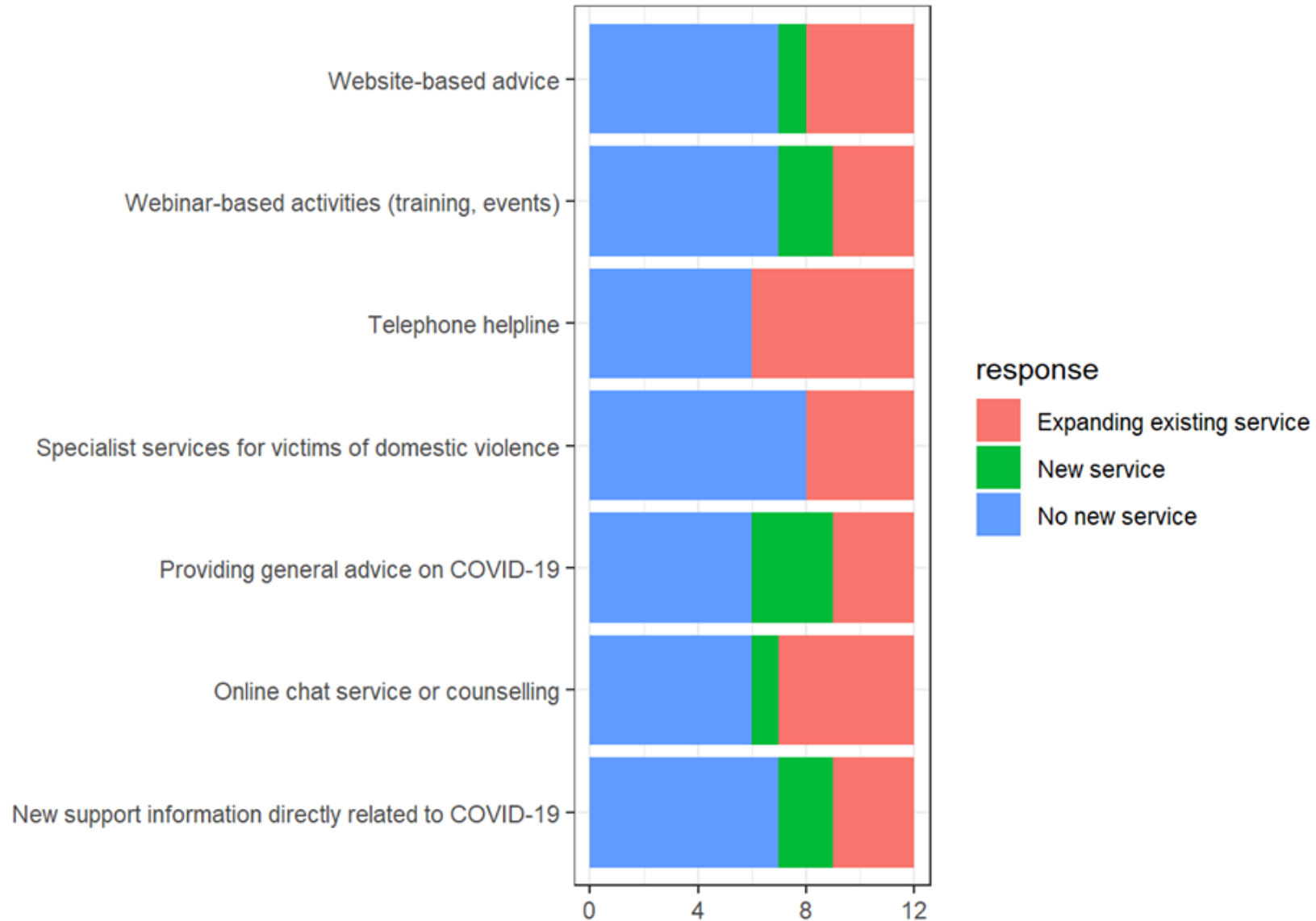
# VSE's COVID-19 Response (cont'd)

- Resource pack:

<https://members.victim-support.eu/activities/covid-19/covid-19-resource-pack/>

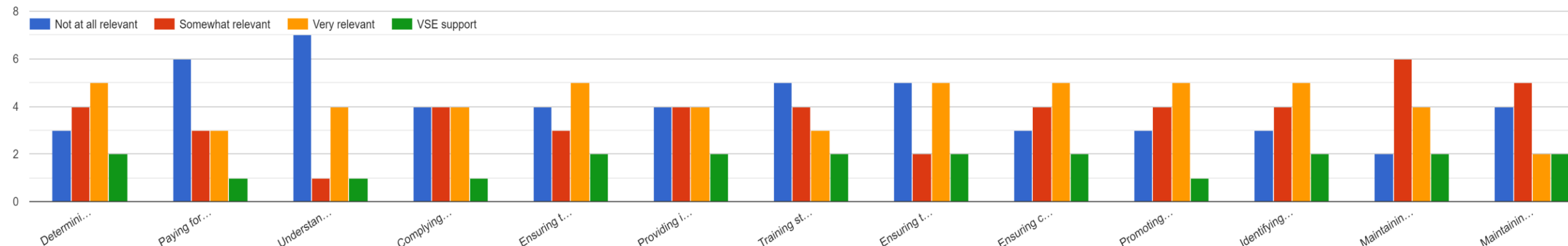
- Distance support services
- Coronavirus-related crime
- Domestic violence
- Working from home
- Coping with stress
- Training

# Survey of Members (#2): New services/expanding existing services



# Survey of Members (#2): Challenges with distance services

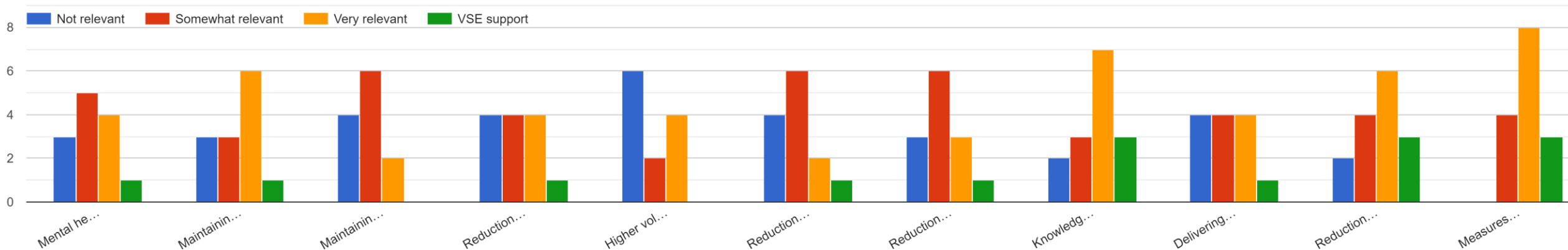
2. If you are considering new distance services due to COVID-19 or are expanding your service, have any of the following proven challenging? Would you like assistance from VSE with respect to them? (Please select all that apply for each item):



**Determining the best tools to deliver the service;** Paying for licenses or new hardware/software; Understanding how to set up the service; Complying with GDPR and other data protection laws when delivering remote services; Ensuring that appropriate standards for remote victim support are applied; Providing information to staff about remote service provision; Training staff in providing remote service provision; Ensuring that home environments are appropriate for distance support services; **Ensuring co-operation and referral with other organisations;** Promoting the new service and achieving victim confidence in the service; **Identifying victim information related to COVID-19;** Maintaining access to justice systems and criminal proceedings; Maintaining access to social services

# Survey of Members (#2): General challenges

3. What other issues is your organisation facing as a result of the COVID-19 crisis, or do you have concerns about in the future? Which areas would you like VSE's support on? (Please select all that apply for each item):



Mental health and wellbeing of staff; **Maintaining volunteering**; Maintaining organisational structure; Reduction in victims seeking services; Higher volumes of victims seeking services; Reduction in co-operation with partner organisations; Reduction in co-operation with state institutions; **Knowledge on opening face to face services whilst under restrictions**; Delivering conferences or other types of events; **Reduction in future budgets due to economic downturn**; **Measures to follow when returning to normal**

# Survey of Members (#2): VSE Support

- Members' forum for free discussion between members
- Access to information resources
- Resource pack updates
- Direct training

## Action points:

- Online discussions – thank you for joining us today!
- Resource pack and intranet updates
- Webinars - please join us in the future!

Thank you for joining us today!



# Challenges and solutions

COVID crisis and Zagreb earthquake

Ivana Andrijašević

**Victim and Witness Support Service Croatia**

# TIMELINE

- **25.02.2020.** – first recorded case of COVID-19 infection in Croatia
- **16.03.2020.** – suspension of all volunteer activities (about 30 volunteers)
- **16.03.2020.** – volunteer recruitment process suspension
- **22.03.2020.** – earthquake in Zagreb
- **23.03.2020.** – first day of working from home
- **11.05.2020.** – first day back in the office





- **main goal:** ensuring continuous availability of support and continuous work of National Call Center for Victims of Crime

# Staff shortage

- about 30 volunteers + 3 employees



3 employees

- change in work environment → blending personal and professional time and space
- increased number of calls in March
- changes in work hours

# Volunteer recruitment disruption

- application → interview → training → call simulation
- regular volunteer recruitments twice a year – March and October
- volunteer recruitment continued in June but only with half of the original number of candidates due to life changes mostly caused by COVID pandemic and the earthquake

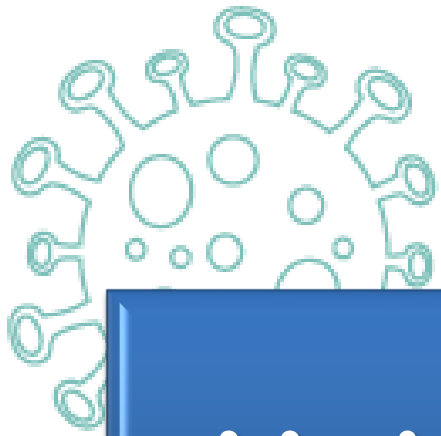
# Budget cuts

- **European Social Fund** – cuts in financial sums given to organisations for project activities implementation
- great effect on quality and schedules of projects depending on European Social Fund financing
- further budget cuts for NGOs are announced

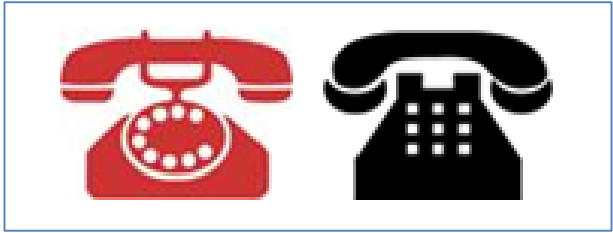
The background of the slide features several stylized, light blue virus-like icons. Each icon is a circle with a scalloped edge and several protruding, rounded appendages, resembling a coronavirus. They are scattered across the slide, with some larger and some smaller.

**NATAL**

**Organizational Adaptation to Providing  
Variety of Services Remotely**



# Helpline



390%



"NATAL's briefing helped me process and organize my thoughts. NATAL is truly a blessing for all of us in these difficult times."

International Roundtables & Webinars



**HOPE**  
Hope, Humanity  
Opportunity, Organization  
Practicality, Person-oriented  
Entity, Embrace

A screenshot of a webinar interface showing a grid of video feeds for participants and a main speaker window at the top right.

# Helpline

**Special Helpline for COVID-19  
(2 Helplines)**

**Increase 390% of incoming calls**

**Remote operations - Activating special  
telecommunication system**

**Recruiting and training additional  
Helpline staff**

**Webinars and supervision to support  
staff's wellbeing**

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International Roundtables & Webinars

**HOPE**

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# Clinic



Face-to-face → Skype / Phone / Zoom (groups)

Increase sessions frequency / Suspension treatment / Reduced fees

Support Helpline calls and staff

# Community Outreach



**NATAL**  
Israel Trauma and Resiliency Center

## Building Resiliency in Light of COVID-19

NATAL 2020

### CYCLE OF STRESS

Feeling tense?  
Are bad feelings taking over?  
Losing control of your actions? Your thoughts?

YOU CAN STOP THE STRESS CYCLE

**Stop the thoughts**

**HBSTS**

- Hands** - Make a fist, release
- Breathing** - Inhale and exhale slowly
- Thoughts** - Think one positive thought
- Smile** - Hold on and don't let go

Did you do it?  
Great! Now share with a friend!

### Education: Safe Place

#### BREATHING

Did you know?  
Breathing becomes shallow and rapid in stressful situations. It can regulate our breathing when we're relaxed and we feel better.

HOW CAN WE REGULATE OUR BREATHING?

- 1 Pay attention**  
to how you feel and focus on the breath in or out.
- 2 Imagine**  
the shape of the air.
- 3 Change the rhythm**  
for the air and vary slowly through the mouth.
- 4 Count the breaths**  
in and out.

Did you do it? GREAT! Now repeat several times.

Quick Tip:  
Breathe in through the nose and out through the mouth.

#### MUSCLE RELAXATION

Stress is the body's response to a perceived threat.

You feel restless, tired, moody and achy.

What should you do to relax your muscles?

Remember, sit or stand in a different muscle groups in the body. Relax or stretch each muscle, with inhaling.

FACE: Relax the forehead, the nose, the mouth, the lips, the chin.

SHOULDERS: Relax the neck, the shoulders, the upper arms, the lower arms.

ARMS: Relax the upper arm, the elbow, the forearm, the wrist, the hand.

NECK: Relax the neck, the head, the chin.

STOMACH: Relax the stomach, the chest, the diaphragm, the lungs.

BACK: Relax the back, the spine, the hips, the buttocks, the legs.

LEGS: Relax the legs, the feet, the ankles, the toes.



# Community Outreach

Supporting communities coping with COVID-19

Special webinars for COVID-19

Developing psycho-educational materials for the public

**Education: Safe Place**

**BREATHING**

Did you know? Breathing becomes shallow and rapid as anxiety sets in. If you regulate our breathing, stress is reduced and we feel better.

HOW CAN WE REGULATE OUR BREATHING?

- 1 Pay attention: Be here in colors and names. Be here. Is it quiet? Is it safe?
- 2 Imagine: Be quiet. Be still. Be calm. Be relaxed.
- 3 Change the rhythm: Let the air go out slowly through the mouth. Try to make a quiet 'ss' or 'shhh' sound.
- 4 Count the breaths: Count to 4. Breathe in for 1. Breathe out slowly. Counting to 4. Did you do it? GREAT! Now repeat several times.

Quick Tip: Hold your breath as long as you can. Then exhale very slowly. Repeat three times.

**MUSCLE RELAXATION**

Stress: The body prepares for an emergency. You feel restless, tired, moody and achy. What should you do to relax your muscles?

Be comfortably set in their. Tense are different muscle groups in the body. Start at points with anxiety, with feelings. Count to 4. Relax and consciously over the body and breath.

FACE: Relax the forehead. Relax the eyes. Relax the nose. Relax the mouth.

SHOULDERS: Relax the neck. Relax the shoulders. Relax the arms.

ARMS: Relax the upper arms. Relax the forearms. Relax the hands.

THE BELLY: Relax the stomach. Relax the intestines. Relax the bladder.

LEGS: Relax the thighs. Relax the knees. Relax the ankles.

**NATAL**  
Israel Trauma and Resiliency Center

Building Resiliency in Light of COVID-19  
NATAL 2020

**CYCLE OF STRESS**

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Are bad feelings taking over?  
Losing control of your actions? Your thoughts?

YOU CAN STOP THE STRESS CYCLE

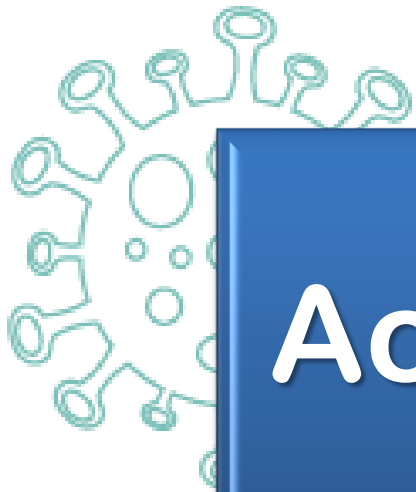
Stop the thoughts

**HBTS**

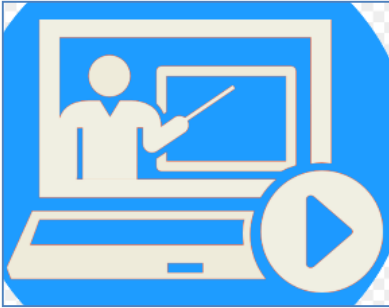
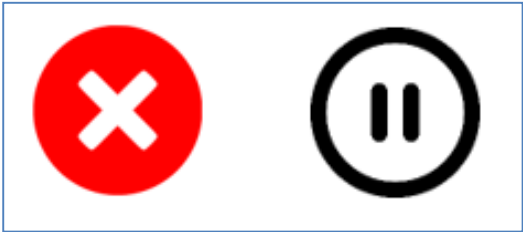
- Hands - Make a fist, release
- Breathing - Inhale and exhale slowly
- Thoughts - Think one positive thought
- Smile - Hold on and don't let go.

Did you do it?  
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# Academy







# Academy

**Suspension of courses**

**Courses** → **e-learning or cancelled (refunds)**

**Webinars and podcasts to support students**

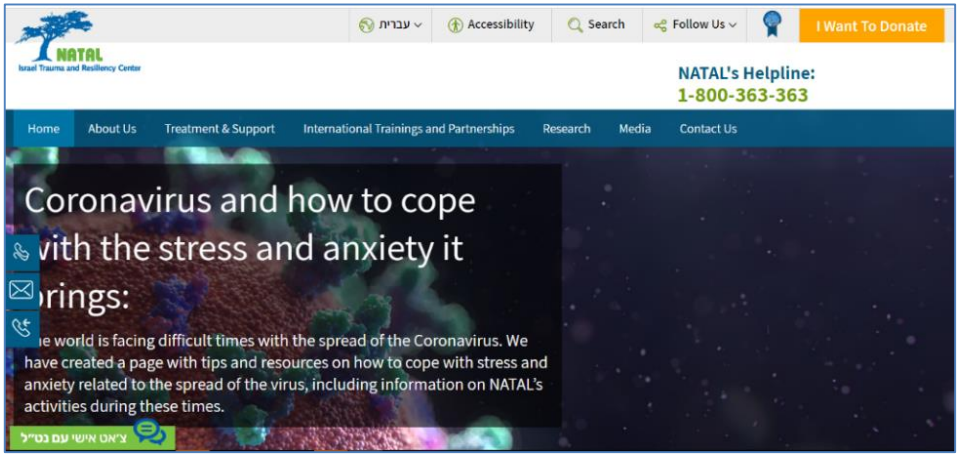
**On-line Diplomas Ceremony**





# PR and Advocacy

מוקד נט"ל זמין לתמיכה בנפגעי חרדה וטראומה: 1-800-363-363 | malco



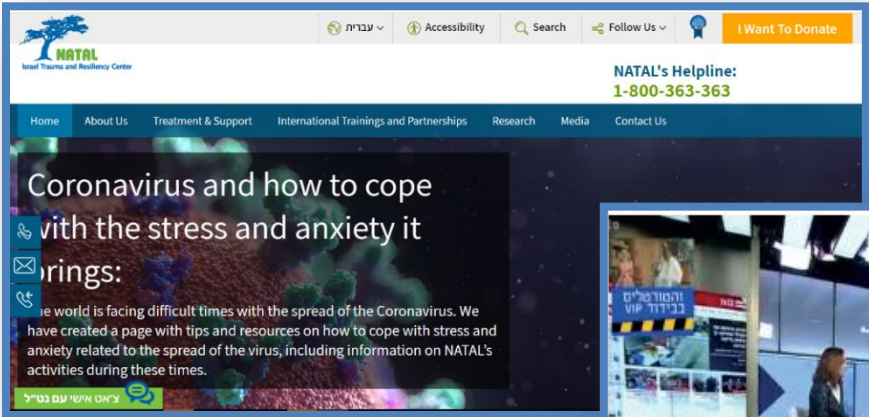


# PR and Advocacy

Advertising the special COVID Helpline number

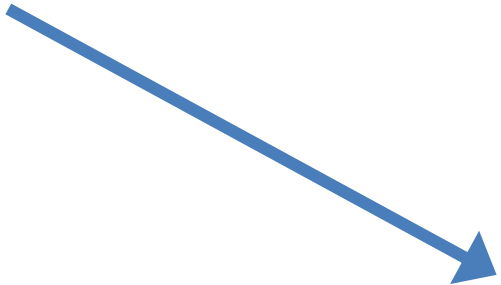
Promoting interviews and publications

Social media publications and activities





# Resource Development







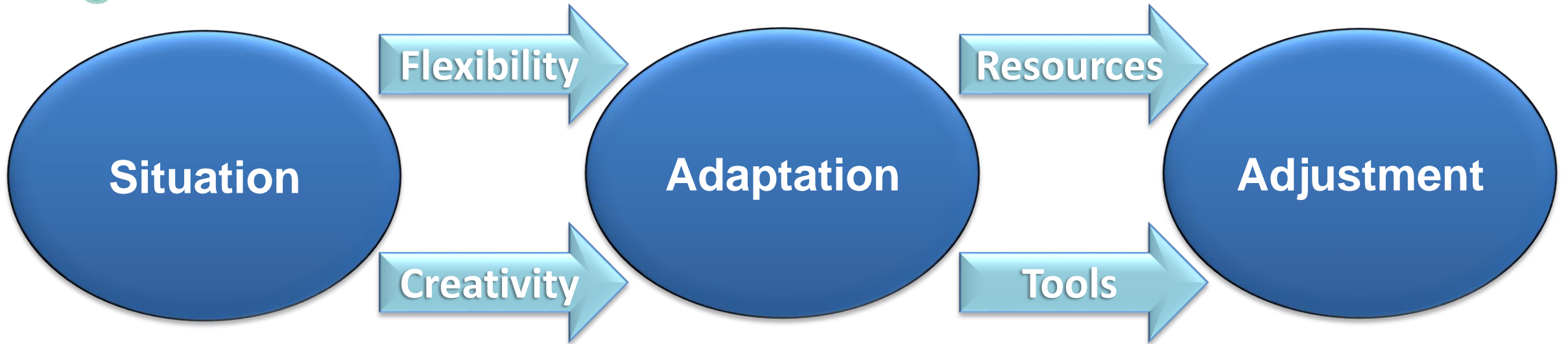
# Resource Development

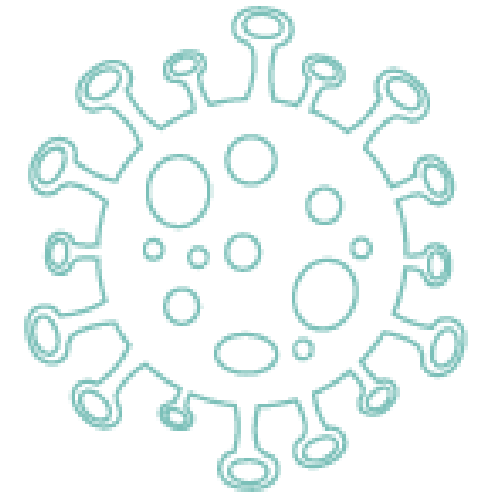
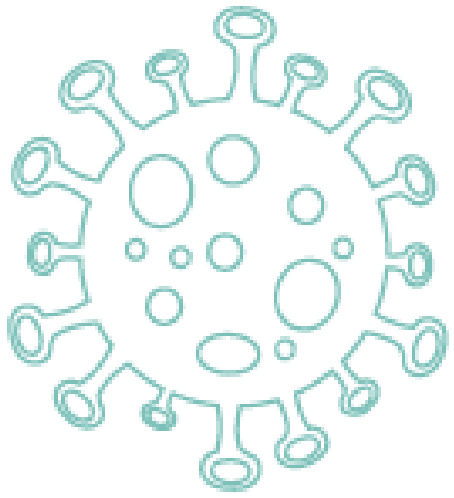
Recruiting donations for COVID-19 activities

New resources/donations for technological upgrades and new projects

Reaching-out to existing donors



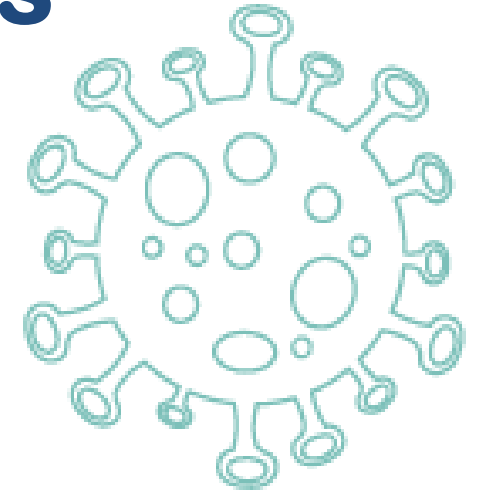
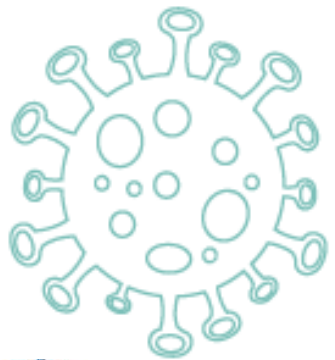




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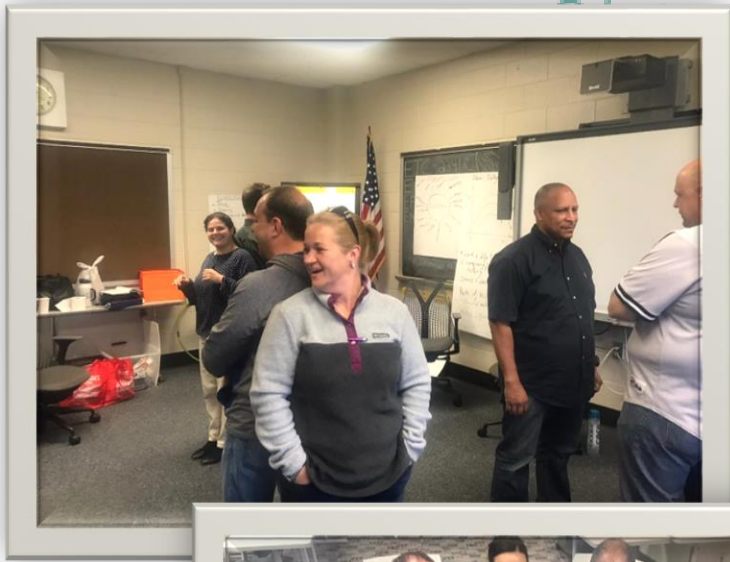


**Supporting First Responders  
and Medical Teams**

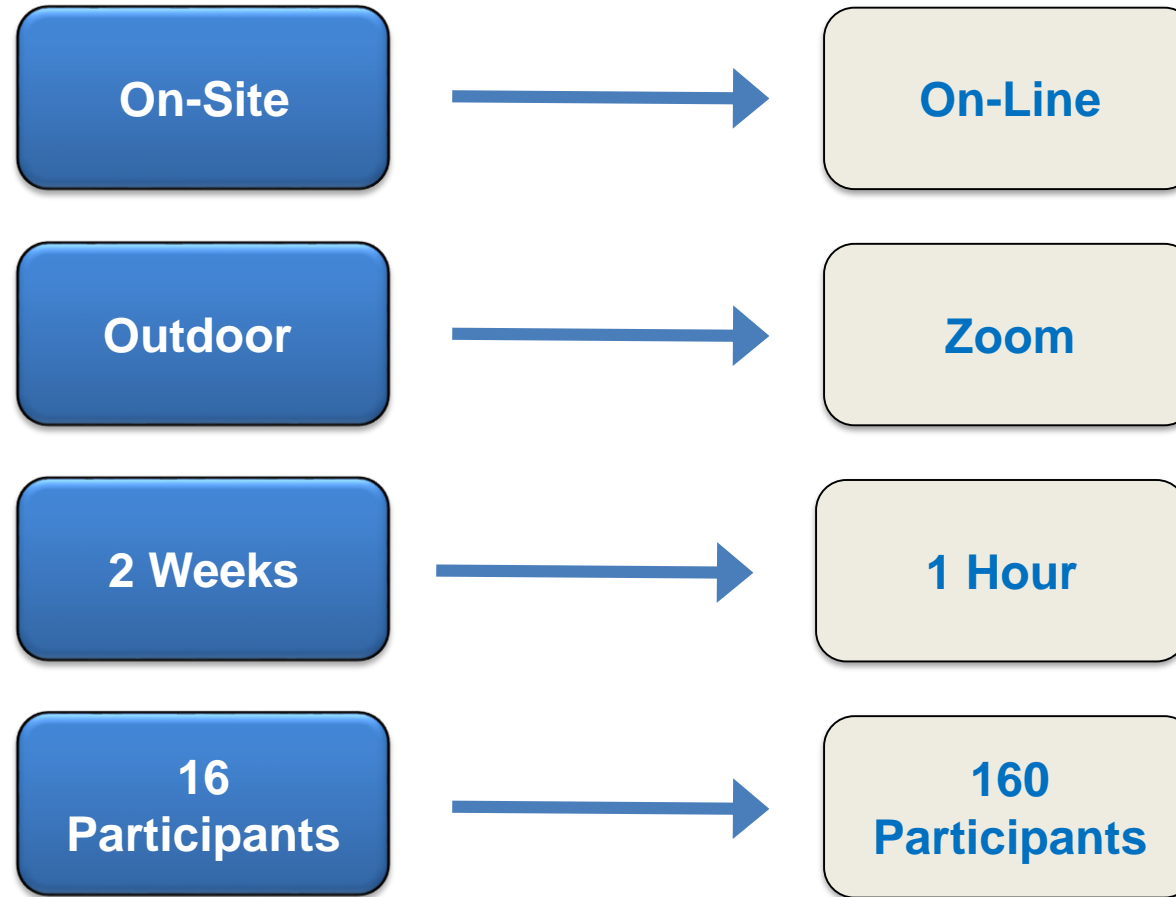




# Before COVID...



# During COVID...



Self-care tools

Train the trainers

