

SAPARS Intervention Services (Helpline, SART, One-to-one, Support Groups, etc.)

Assessment Questions When Interacting With the People We Serve

Assessing if and when to pass along information to the staff contact (if through the Helpline or after regular working hours) or to the Client Services Coordinator (during regular working hours):

These decision are not always easy to make and may vary depending on the confidence and experience of the advocate, and/or the personal values the advocate holds. The decision to pass along information or not may also depend on the program the client/caller is involved with. For example, many individuals who work with our Trafficking and Exploitation Advocate are currently in a dangerous situation, but that information does not necessarily get passed along for understandable reasons. Likewise, just because we support someone who has feelings of wanting to die does not necessarily create the need to pass that information along to all other advocates. If the person has a life-ending plan in place and a safety contract was created, that would be important information to pass along. Regardless of whether SAPARS advocates receive information about a caller/client or not, it is still the responsibility of each of us to be prepared for a variety of situations that may arise and to never make assumptions or base our advocacy on information we have heard from another advocate.

1. Have I consistently attempted to set boundaries and the individual is not receptive to them?
2. Is this person currently in a dangerous situation?
3. Did I have to utilize SAPARS Suicide and Homicide Protocol when meeting/talking with the person?
4. Is this person requesting a follow-up contact that I am unable to provide myself?
 - a. If this is through the Helpline you may notify your staff contact or connect with the Client Services Coordinator the following business day.
5. Do I feel like I am 'in over my head' and need support?
 - a. If this is through the Helpline, please notify your staff contact
 - b. Staff may also always contact their supervisor
6. Does this individual frequently access services, and their calls/contacts are being closely monitored by SAPARS?

Assessing if and when specific boundaries may need to be set with an individual:

1. Is the service being utilized appropriately?
2. Is the service we are providing within SAPARS scope of practice?
3. Am I enabling the caller?
4. Am I bearing witness to further abuses that are not stopping due to the actions of the caller?
5. Am I and/or is the team experiencing burnout due to this caller?
6. Would SAPARS allow other callers to utilize our service in this way? And/or with this frequency?
7. Am I enabling this person because I like them, or don't find them challenging to work with?
 - a. Our services cannot be based on whether we like/enjoy someone or not, that is unethical