



Where to Start Toolkit

Office Privacy and Safety Checklist



Physical Safety and Accommodations

- Office space is secure
 - Organization monitors entrance/exit of guests
 - Locked entrances, only accessible with organization permission
- Outgoing calls appear as “Private” or “Blocked” on recipients’ caller ID
- Staff always inquire as to the safety of calling a client on the number provided
- Staff always inquire as to the safety of sending client mail to the address provided
- Organization has emergency protocols in place
 - If perpetrator tries to access space
 - If a client becomes a danger to self or others
- Physical spaces are accessible for survivors with physical/mobility limitations
- Gender-inclusive facilities are available

Population Sensitivity and Accommodations

- Artwork and décor is welcoming to all and non-triggering
 - If using photos of people, the photos include a diversity of race, gender, age, sexual orientation, etc.
 - Toys, books, art supplies are available for younger guests
- Emotional support animals are welcome
- Guests are welcomed by warm, friendly staff
- Guests are provided a comfortable place to wait for their appointment
- Guests are not made to wait extensively
- Guests are offered refreshments
- Guests are offered an opportunity to use the restroom





Office Privacy and Safety Checklist



Privacy

- Clients meet with staff in private, enclosed spaces, so they may speak freely without concern of being overheard
- Physical client records are maintained securely, in locked offices or drawers, and in compliance with state and ethical privacy obligations
- Digital client records are maintained on a secure network, accessible only by authorized users
- Physical and digital client records are retained only so long as required by state and ethical obligations
- Organization has and enforces policies on accessing client information, including emails, from mobile devices

© 2018 Victim Rights Law Center. All rights reserved. This project was supported by grant number 2011-TA-AX-KO24 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, and conclusions expressed are those of the author(s) and do not necessarily represent the views of the U.S. Department of Justice.