PEARR TOOI Trauma-Informed Approach to Victim Assistance in Health Care Settings



In partnership with HEAL Trafficking and Pacific Survivor Center, CommonSpirit Health developed the PEARR Tool to help guide health professionals on how to provide trauma-informed assistance to patients who may be impacted by abuse, neglect, or violence, such as human trafficking. The PEARR steps are based on an approach in which patients are educated and empowered with information about violence and resources, in a developmentally- and culturally-sensitive manner, before further screening is conducted. The goal is

to have an informative conversation with patients in order to promote health, safety, and well-being, and to create a safe environment for affected patients to possibly share their own experiences and/or accept further services, such as intervention support. For additional information about violence, see page 2.

**A double asterisk indicates points at which this conversation may end. Refer to the bottom of this page for additional steps. The patient's immediate needs (e.g., emergency medical care) should be addressed before use of this tool.

PROVIDE PRIVACY | Discuss sensitive topics alone and in a safe, private setting (ideally a private room with closed doors). If a companion refuses to be separated from the patient, this may be an indicator of abuse, neglect, or violence.** Strategies to speak with the patient alone: Suggest the need for a private exam. For virtual or telephonic visits, request that the patient moves to a private space but proceed with caution as the patient may not actually be alone.** Note: Companions are not appropriate interpreters, regardless of communication abilities. In order to ensure safety for the patient, use a professional interpreter per your facility's policy.** Also, explain limits of confidentiality (e.g., mandated reporting requirements); however, do not discourage the patient from disclosing victimization. The patient should feel in control of disclosures. Mandated reporting includes your requirements to report concerns of abuse, neglect, or violence, as defined by applicable laws or regulations, to internal or external authorities or agencies, as described by laws and regulations.

EDUCATE | Educate the patient in a manner that is **nonjudgmental** and **normalizes sharing of the information**. Example: "I educate many of my patients about [fill in the blank] because violence is common in our society, and violence has a big impact on our health, safety, and well-being." Use a brochure or safety card to review information about abuse, neglect, or violence, such as human trafficking, and offer the brochure or card to the patient, Ideally, this brochure or card will include information about resources (e.g., local service providers, national hotlines). Example: "Here are some brochures to take with you in case this is ever an issue for you, or someone you know." If the patient declines the materials, respect the patient's decision.**

ASK | Allow time for open discussion with the patient. Example: "Is there anything you'd like to share with me? Would you like to speak with [insert advocate/service provider] to receive additional information for you, or someone you know?"** If physically alone with the patient, and especially if you observe significant concerns (e.g., a high number or pattern of risk factors) or indicators of victimization, ASK about concerns. Example: "I've noticed [insert risk factor/indicator]. You don't have to share details with me, but I'd like to connect you with resources if you're in need of assistance."** Note: Limit questions to only those needed to determine the patient's safety, connect the patient with resources (e.g., trained victim advocates), and guide your work (e.g., perform a medical exam). Optional: If available and as appropriate, use an evidence-based tool to screen the patient for abuse, neglect, or violence.

RESPECT & RESPOND | If the patient denies victimization or declines assistance, respect the patient's wishes.** If you still have concerns about the patient's safety, offer the patient a discrete hotline card or other information about emergency services (e.g., a local shelter). Otherwise, if the patient accepts or requests assistance, arrange a personal introduction with a local victim advocate (see page 3) or assist the patient in calling a national hotline: Domestic Violence Hotline, 1-800-799-7233; Sexual Assault Hotline, 1-800-656-4673; Human Trafficking Hotline, 1-888-373-7888.**

^{**} Report safety concerns to appropriate personnel (e.g., a security officer), complete mandated reporting, and continue trauma-informed health services. Whenever possible, schedule follow-up appointments to continue building rapport with the patient and to monitor the patient's health, safety, and well-being. Page 1 of 3

JEFFERSON COUNTY



Land of the S'Klallam, Hoh, Quileute, and Quinault tribes

Connecting Patients to Support Services While in Our Care: Safety is the first principle of a trauma-informed approach. Our hospitals and clinics offer a safe environment for victim-survivors of violence to: 1) learn what community-based services are available 2) contact these agencies using a hospital/clinic phone or their personal device if that feels safe 3) get assistance developing a safety plan for after their discharge and 4) access resources such as confidential shelters, therapy, community-specific care (e.g. BIPOC and LGBTQIA+), and more. Always provide the patient with the first resource listed under the type(s) of violence they've experienced AND any other resources that are reflective of the communities they belong to and/or the geographic area where they live.

Sexual Violence	
Dove House Advocacy Services	360.385.5291 - 24/7
API Chaya - AAPI and BIPOC	1.877.922.4292
led/centered	10am-4pm Mon-Fri
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Child Abuse	
Dept. of Children, Youth, and Families	Reporting line: 1.866.363.4276
Jumping Mouse Children's Center	360.379.5109

Human Trafficking	
National Human Trafficking	1.888.373.7888 – 24/7
<u>Hotline</u> - Labor and Sex	
Trafficking	
<u>Dove House Advocacy Services</u> –	360.385.5291 - 24/7
Sex Trafficking	300.383.3291 - 24/7
REST - Sex Trafficking	206.451.7378 – 24/7
API Chaya AAPI and BIPOC	1.877.922.4292
led/centered; Labor and Sex	10am-4pm Mon-Fri
Trafficking	
NW Network of Bi, Trans,	206.568.7777
Lesbian and Gay Survivors of	9am-5pm Mon-Fri
Abuse - Sex Trafficking	

Sex Worker Suppor	rt Services
	1.877.776.2004 – 24/7
(SWOP)	Peer-led community support
(3000)	line

Domestic Violence, Intimate	
Partner Violence &	Family Violence
Dove House Advocacy Services	360.385.5291 - 24/7
National Teen and Young Adult Dating Violence Hotline	1.866.331.9474 – 24/7
Helping Hands – Can provide financial assistance and other resources to Black victim- survivors across the state	425.760.8306
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
API Chaya - AAPI and BIPOC led/centered	1.877.922.4292 10am-4pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Vulnerable Adult Abuse	
Adult Protective Services	1.877.734.6277 or Complete an online report here

Tribal and Native Resources	
S'Klallam Tribe Children & Family Services	360.297.9662
Quileute Nation New Beginnings - Sexual and Domestic Violence and Elder Abuse Programs	360.374.3349 8am-4pm Mon-Fri
Quinault Indian Nation Social Service Program	360.276.8211
Stronghearts Native Helpline (national)	1.844.762.8483 – 24/7

Safety Planning with Youth: When working with youth under the age of 18, it's important to remind them that providers from the agencies above are mandatory reporters. To prevent a mandatory report from being made, teens should avoid using their name and withhold their age when speaking with an advocate. This will ensure they're able to seek out emotional support, learn self-care strategies, and access other helpful information, without the threat of involving law enforcement/CPS





Land of the Duwamish, Muckleshoot, and Snoqualmie tribes

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Sexual Violence	
King County Sexual Assault Resource Center	888.998.6423 - 24/7 425.282.0324 - <i>Spanish</i> 8am-5pm Mon-Fri
API Chaya - AAPI and BIPOC led/centered	1.877.922.4292 10am-4pm Mon-Fri
YWCA - BIPOC led/centered	1.877.757.8297 – 24/7
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001
Consejo - Latinx led/centered	206.461.4880 8:00am-5:00pm Mon-Fri

Child Abuse	
Dept. of Children, Youth, and Families	Reporting line: 1.866.363.4276
YWCA Children's Advocacy	206.491.2541
Program - BIPOC led/centered	8:30am-5pm Mon-Fri

Human Trafficking	
REST – Sex Trafficking	206.451.7378 – 24/7
Bridge Collaborative –	855.400.2732 – 24/7
multi-agency that serves youth	
ages 12-24 who have been	
impacted by commercial sexual	
exploitation	
Organization for Prostitution	206.853.6243
Survivors – Sex Trafficking	10am-6pm Mon-Fri
API Chaya - AAPI and BIPOC	1.877.922.4292
led/centered; Labor and Sex	10am-4pm Mon-Fri
Trafficking	
YWCA - BIPOC led/centered;	1.877.757.8297 – 24/7
Sex Trafficking	
NW Network of Bi, Trans,	206.568.7777
Lesbian and Gay Survivors of	9am-5pm Mon-Fri
<u>Abuse</u> – Sex Trafficking	
National Human Trafficking	1.888.373.7888 – 24/7
Hotline – Labor and Sex	
Trafficking	

Sex Worker Support Services	
Sex Worker Outreach Project (SWOP)	1.877.776.2004 – 24/7 Peer-led community support line
Aileen's – South King County	253.241.1205

Domestic Violence, Intimate
Partner Violence & Family Violence

DV Hopeline - Serves all of King	1.877.737.0242 – 24/7 *Services are available in all languages
National Teen and Young Adult Dating Violence Hotline	1.866.331.9474 – 24/7
New Beginnings Central and North King County	206-522-9472 – 24/7
DAWN – South King County	425.656.7867 – 24/7
<u>Lifewire</u> - Eastside/Bellevue	425.746.1940 – 24/7
Project Be Free - BIPOC led/centered	425.324.5030 – 24/7
Helping Hands – Provides financial assistance to Black victim-survivors across the state	425.760.8306
YWCA - BIPOC led/centered	1.877.757.8297 – 24/7
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
API Chaya - AAPI and BIPOC	1.877.922.4292
led/centered	10am-4pm Mon-Fri 206.461.4880
	8:00am-5:00pm Mon-Fri
Consejo - Latinx led/centered	Peace in the Home 24/7 helpline: 1.888.847.7205
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Vulnerable Adult Abuse

	1.877.734.6277 or
Adult Protective Services	Complete an online report
	<u>here</u>

Tribal and Native Resources

Seattle Indian Health Board Serves individuals impacted by all forms of gender-based violence and trafficking	206.324.9360 9am-5pm Mon-Fri
Muckleshoot Child and Family Services	253.833.8782
Snoqualmie Indian Child Welfare	425.888.6551
Stronghearts Native Helpline (national)	1.844.762.8483 – 24/7



Land of the S'Klallam and Suguamish tribes

Connecting Patients to Support Services While in Our Care: Safety is the first principle of a trauma-informed approach. Our hospitals and clinics offer a safe environment for victim-survivors of violence to: 1) learn what community-based services are available 2) contact these agencies using a hospital/clinic phone or their personal device if that feels safe 3) get assistance developing a safety plan for after their discharge and 4) access resources such as confidential shelters, therapy, community-specific care (e.g. BIPOC and LGBTQIA+), and more. Always provide the patient with the first resource listed under the type(s) of violence they've experienced AND any other resources that are reflective of the communities they belong to and/or the geographic area where they live.

Sexual Violence	
Kitsap Support Advocacy and Counseling	360.337.9773 - 24/7
API Chaya - AAPI and BIPOC	1.877.922.4292
led/centered	10am-4pm Mon-Fri
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Child Abuse	
Dept. of Children, Youth, and Families	Reporting line: 1.866.363.4276
Kitsap Support Advocacy and Counseling	360.337.9773 - 24/7

Human Trafficking	
Scarlet Road - Sex Trafficking	360.362.5143
National Human Trafficking Hotline - Labor and Sex Trafficking	1.888.373.7888 – 24/7
REST - Sex Trafficking	206.451.7378 – 24/7
API Chaya AAPI and BIPOC	1.877.922.4292
led/centered; Labor and Sex	10am-4pm Mon-Fri
Trafficking	
NW Network of Bi, Trans,	206.568.7777
Lesbian and Gay Survivors of	9am-5pm Mon-Fri
<u>Abuse</u> - Sex Trafficking	

Safety Planning with Youth: When working with youth under the age of 18, it's important to remind them that providers from the agencies above are mandatory reporters. To prevent a mandatory report from being made, teens should avoid using their name and withhold their age when speaking with an advocate. This will ensure they're able to seek out emotional support, learn self-care strategies, and access other helpful information, without the threat of involving law enforcement/CPS

Domestic Violence, Intimate		
Partner Violence & Family Violence		
YWCA - BIPOC led/centered	1.800.500.5513 – 24/7	
National Teen and Young Adult Dating Violence Hotline	1.866.331.9474 – 24/7	
National Domestic Violence Hotline	1. 800.799.7233 – 24/7	
Helping Hands – Can provide financial assistance and other resources to Black victim- survivors across the state	425.760.8306	
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri	
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video	

Vulnerable Adult Abuse	
Adult Protective Services	1.877.734.6277 or Complete an online report here

phone: 855.812.1001

Tribal and Native Resources	
S'Klallam Tribe Children &	360.297.9662
<u>Family Services</u>	566.237.3662
Suquamish Wellness Center -	360.394.8558
Domestic Violence Program	8am-4:30pm Mon-Fri
Stronghearts Native Helpline	1.844.762.8483 – 24/7
(national)	1.844.702.8483 - 24/7

Sex Worker Support Services	
Sex Worker Outreach Project (SWOP)	1.877.776.2004 – 24/7 Peer-led community support line



Land of the Skokomish, Squaxin and Chehalis tribes

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Sexual Violence	
Turning Pointe Survivor Advocacy Center	360.432.1212 - 24/7 Spanish speaking advocates are available
API Chaya - AAPI and BIPOC led/centered NW Network of Bi, Trans,	1.877.922.4292 10am-4pm Mon-Fri
Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Child Abuse	
Dept. of Children, Youth, and Families	Reporting line: 1.866.363.4276

Human Trafficking	
National Human Trafficking	1.888.373.7888 – 24/7
<u>Hotline</u> - Labor and Sex	
Trafficking	
REST - Sex Trafficking	206.451.7378 – 24/7
API Chaya AAPI and BIPOC	1.877.922.4292
led/centered; Labor and Sex	10am-4pm Mon-Fri
Trafficking	
NW Network of Bi, Trans,	206.568.7777
Lesbian and Gay Survivors of	9am-5pm Mon-Fri
<u>Abuse</u> - Sex Trafficking	

Sex Worker Support Services	
Sex Worker Outreach Project (SWOP)	1.877.776.2004 – 24/7 Peer-led community support line

Domestic Violence, Intimate		
Partner Violence & Family Violence		
Turning Pointe Survivor Advocacy Center	360.432.1212 - 24/7 Spanish speaking advocates are available	
National Teen and Young Adult Dating Violence Hotline	1.866.331.9474 – 24/7	
Helping Hands – Can provide financial assistance and other resources to Black victim- survivors across the state	425.760.8306	
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri	
API Chaya - AAPI and BIPOC led/centered	1.877.922.4292 10am-4pm Mon-Fri	
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video	

Vulnerable Adult Abuse	
Adult Protective Services	1.877.734.6277 or Complete an online report here

phone: 855.812.1001

Tribal and Native Resources	
Skokomish Tuwaduq Family	360.426.7788
Services Squaxin Island Tribe Family	8am-5pm Mon-Fri
Justice Program	360.432.3906
<u>Chehalis Caring for Each Other</u> <u>House</u>	360.709.1676
Stronghearts Native Helpline (national)	1.844.762.8483 – 24/7

Safety Planning with Youth: When working with youth under the age of 18, it's important to remind them that providers from the agencies above are mandatory reporters. To prevent a mandatory report from being made, teens should avoid using their name and withhold their age when speaking with an advocate. This will ensure they're able to seek out emotional support, learn self-care strategies, and access other helpful information, without the threat of involving law enforcement/CPS





Land of the Puyallup, Nisqually, Muckleshoot, Steilacoom, and Squaxin tribes

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Always provide the patient with the first resource listed under the type(s) of violence they've experienced AND any other resources that are reflective of the communities they belong to and/or the geographic area where they live.

Sexual Violence	
Rebuilding Hope	1.800-756.7273 - 24/7
API Chaya - AAPI and BIPOC	1.877.922.4292
led/centered	10am-4pm Mon-Fri
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Child Abuse	
Mary Bridge Children's	253.403.1478
Advocacy Center (CAID)	
Dept. of Children, Youth, and	Reporting line:
<u>Families</u>	1.866.363.4276

Human Trafficking	
Rebuilding Hope – STEP	253.444.5351
Sex Trafficking and Commercial	8am-6pm Mon-Fri
Sexual Exploitation of Children	
REST – Sex Trafficking	206.451.7378 – 24/7
API Chaya - AAPI and BIPOC	1.877.922.4292
led/centered; Labor and Sex	10am-4pm Mon-Fri
Trafficking	
NW Network of Bi, Trans,	206.568.7777
Lesbian and Gay Survivors of	9am-5pm Mon-Fri
<u>Abuse</u> – Sex Trafficking	
National Human Trafficking	1.888.373.7888 – 24/7
<u>Hotline</u> – Labor and Sex	
Trafficking	

Sex Worker Support Services	
Sex Worker Outreach Project (SWOP)	1.877.776.2004 Peer-led community support line
Aileen's	253.241.1205

Vulnerable Adult Abuse	
KWA Elder Abuse Program	253.389.1872
(ages 55+)	8:30am-5:00pm Mon-Fri
	1.877.734.6277 or
Adult Protective Services	Complete an online report
	<u>here</u>

Domestic Violence	, Intimate
Partner Violence &	Family Violence
Crystal Judson Family Justice Center	253.798.4166 – 24/7
National Teen and Young Adult Dating Violence Hotline	1.866.331.9474 – 24/7
Korean Women's Association Serves survivors of all genders and cultural identities	253.359.0470 – 24/7
Our Sister's House BIPOC led/centered	253.383.4275
YWCA - BIPOC led/centered	253.383.2593 – 24/7
Helping Hands – Can provide financial assistance and other resources to Black victim- survivors across the state	425.760.8306
Mi Centro Latinx led/centered	253.572.7717 9:00am-4:30pm Mon-Thu 10:00am-2:00pm Fri Peace in the Home 24/7 helpline: 1.888.847.7205
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Tribal Resources	
Puyallup Tribe Community Domestic Violence Advocacy Program	253.680.5499 – 24/7
Puyallup Tribe Children of the River Child Advocacy Center	253.382.6060 8:30am-12pm and 1:00pm- 5:00pm Mon-Fri
Muckleshoot Child and Family Services	253.833.8782
Nisqually Tribe WEAVE Program	360.459.9603 8:00am-5:00pm Mon-Fri
Squaxin Island Tribe Family Justice Program	360.432.3906
Stronghearts Native Helpline (national)	1.844.762.8483 – 24/7



Land of the Tulalip, Stillaguamish, and Sauk-Suiattle tribes

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Sexual Violence	
Providence Intervention Center for Assault and Abuse	425.252.4800 - 24/7
API Chaya - AAPI and BIPOC led/centered	1.877.922.4292 10am-4pm Mon-Fri
YWCA - BIPOC led/centered	1.877.757.8297 – 24/7
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Child Abuse	
<u>Providence Intervention Center</u> <u>for Assault and Abuse</u>	425.252.4800 - 24/7
	Office phone: 425.359.3318
Cocoon House – Serves youth	Emergency 24/7 Housing
12-24	Line for Youth ages 12-17:
	425.877.5171
Dawson's Place Child Advocacy	425.789.3000
<u>Center</u>	8am-4:30pm Mon-Fri
YWCA Children's Advocacy	206.491.2541
Program - BIPOC led/centered	8:30am-5pm Mon-Fri
Dept. of Children, Youth, and	Reporting line:
<u>Families</u>	1.866.363.4276

Human Trafficking	
Providence Intervention Center for Assault and Abuse - Sex Trafficking	425.252.4800 - 24/7
Peoria Home - Sex Trafficking	206.486.7085
Cocoon House – Serves youth and young adults 12-24 experiencing sex and labor trafficking National Human Trafficking Hotline - Labor and Sex	425.343.3820 9am-6pm Mon-Fri 1.888.373.7888 – 24/7
Trafficking	206 451 7279 24/7
REST - Sex Trafficking API Chaya AAPI and BIPOC led/centered; Labor and Sex Trafficking	206.451.7378 – 24/7 1.877.922.4292 10am-4pm Mon-Fri
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse - Sex Trafficking	206.568.7777 9am-5pm Mon-Fri

Domestic Violence, Intimate	
Partner Violence &	Family Violence
Domestic Violence Services of Snohomish County	425.252-2873 – 24/7
DV Hopeline	1.877.737.0242 – 24/7 *Services are available in all languages
Helping Hands – Can provide financial assistance and other resources to Black victim- survivors across the state	425.760.8306
YWCA - BIPOC led/centered	1.877.757.8297 – 24/7
NW Network of Bi, Trans, Lesbian and Gay Survivors of Abuse	206.568.7777 9am-5pm Mon-Fri
API Chaya - AAPI and BIPOC led/centered	1.877.922.4292 10am-4pm Mon-Fri
Abused Deaf Women's Advocacy Services Serves survivors of all genders	Local voice or video phone 24/7: 206.812.1001 National voice or video phone: 855.812.1001

Vulnerable Adult Abuse	
Adult Protective Services	1.877.734.6277 or Complete an online report here
Providence Intervention Center for Assault and Abuse	425.252.4800 - 24/7

Sex Worker Support Services	
Sex Worker Outreach Project (SWOP)	1.877.776.2004 – 24/7 Peer-led community support line

Tribal and Native Resources		
Tulalip Tribe Legacy of Healing Tribal Center Serves individuals impacted by all forms of gender- based violence	360.716.4100 8am-4:30pm Mon-Fri	
Stillaguamish Tribe Family	360.572.3555	
Resources Department	8am-4pm Mon-Fri	
Sauk-Suiattle Health and Social	360.436.2210	
Services	8am-5pm Mon-Fri	
Stronghearts Native Helpline (national)	1.844.762.8483 – 24/7	