



# Behaviour when coming into contact with a possible victim

Healthcare professionals are well-placed to help people who have experienced violence or neglect. Expertise in interpersonal violence is not a requirement for observing and hearing what a patient has to say; to restoring their safety and directing them to help.

## Steps 1-6 should be followed when dealing with a patient

### 1. Provide first aid



Stabilising the patient's health is of paramount importance.

### 2. Ensure safety



Ensure your safety and that of the patient. Create a private environment that encourages the patient to talk about the incident. Separate any patient, who may have experienced violence, from the person accompanying them, so that the patient may speak for themselves.

### 3. Determine what took place



It may be difficult for the patient to talk about the incident. Encourage them to talk in a private – safe – place, be patient and supportive.

### 4. Collect and store the information



Document, photograph and describe any injuries, where possible, so that they can later be used as evidence, if necessary. While documenting the injuries, describe the patient's emotional state, behaviour, complaints, etc.

### 5. Refer



While keeping in mind the patient's safety, share information on the help options available: refer the patient to the appropriate agency or contact the agency yourself once the patient has given consent. Provide information material, so that the patient can reach out for help later.

### 6. Consult



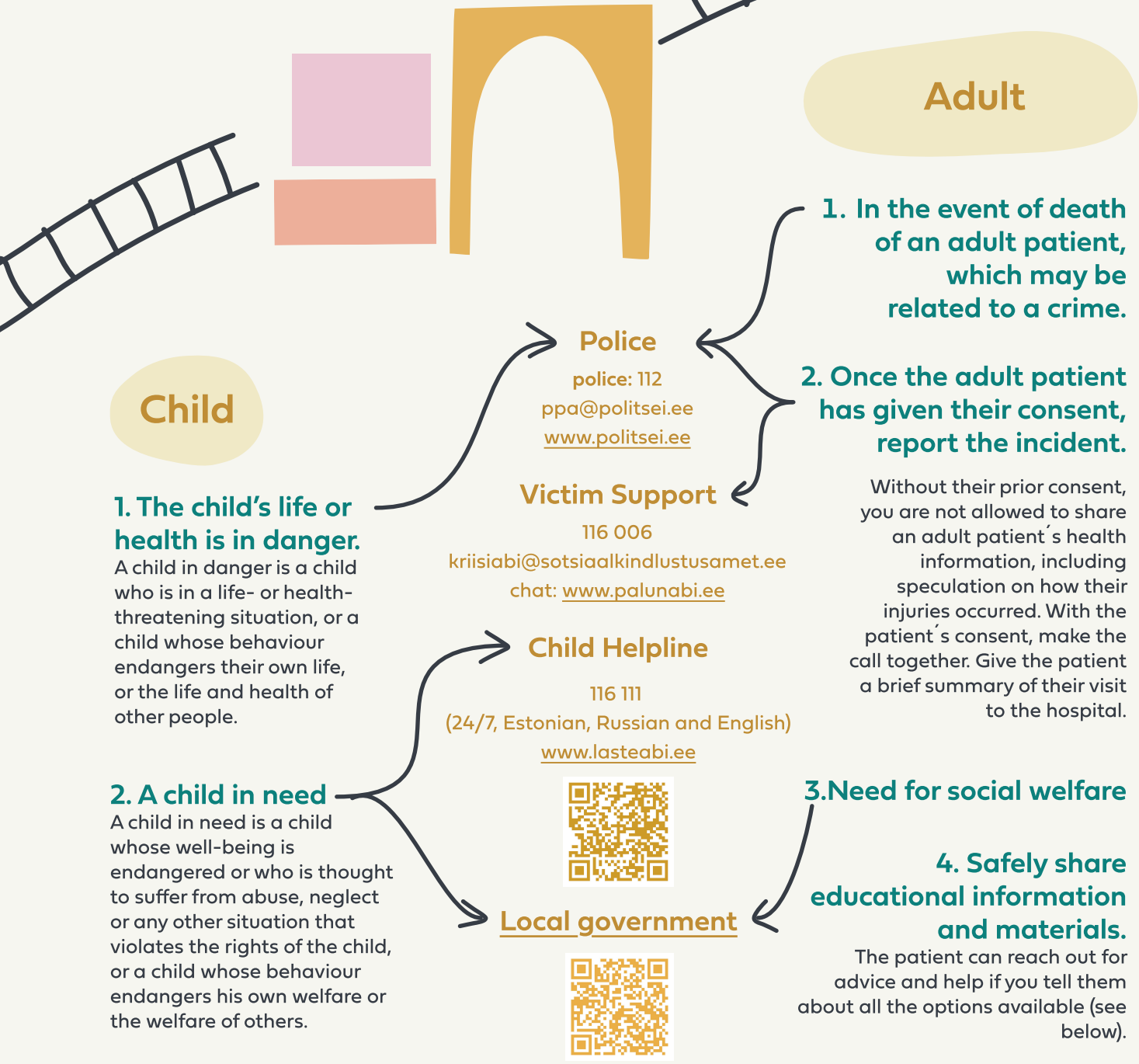
If necessary, consult with a colleague, your institution's social worker, or a designated contact person. Without having to report the victim's personal information, you may also phone the Child Helpline (116 111), Victim Support (116 006) or the police (112), who can offer advice 24/7.

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# Referral and notification – procedures for child and adult victims



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# Where to turn to / ask for advice

**Emergency Services**  
112

**Child Helpline**  
116 111

**Victim Support  
Crisis Helpline**  
116 006

**State  
helpline**  
1247

When calling  
from abroad  
+372 614 7393

When calling  
from abroad  
+372 600 1247

Victim Support  
workers  
(find contacts  
[here](#))



Abandoning  
violence  
helpline  
660 6077

Emotional support  
and pastoral care  
helpline  
116 123

## Sexual violence crisis assistance centers

Lääne-Tallinna naistekliiniku  
erakorraline vastuvõtt  
+372 5342 4724

Ida-Viru Keskhaigla  
+372 331 1094

Pärnu haigla  
+372 447 3508

Tartu Ülikooli Kliinikum  
+372 731 9954

Kuressaare haigla  
+372 452 0089

Human trafficking  
prevention helpline  
+372 660 7320

24/7

## Women's support centres

### Harjumaa

MTÜ Tallinna  
Naiste Kriisikodu  
+372 526 4697  
+372 5396 9834  
ENVL Tallinna  
Naiste Tugikeskus  
+372 5757 0911

### Ida-Virumaa

MTÜ Ida-Virumaa Naiste  
Tugikeskus-Varjupaik  
+372 5333 2627

### Jõgevamaa

MTÜ Jõgevamaa  
Naiste Tugikeskus  
+372 5860 0170

### Järvamaa

MTÜ Järvamaa  
Naiste Tugikeskus  
+372 5813 3755

### Läänemaa

MTÜ Läänemaa  
Naiste Tugikeskus  
+372 504 2300  
+372 5197 7170

### Hiiumaa

MTÜ Läänemaa  
Naiste Tugikeskus  
+372 5197 7170

### Lääne-Virumaa

MTÜ Virumaa  
Naiste Tugikeskus  
+372 56297 745

### Põlvamaa

MTÜ Naiste Tugi-  
ja Teabekeskus  
+372 5884 9494

### Pärnumaa

MTÜ Pärnu  
Naiste Tugikeskus  
+372 5398 1620  
+372 5365 0260

### Raplamaa

ENVL Raplamaa  
Naiste Tugikeskus  
ja Tallinna Naiste  
Kriisikodu  
+372 5400 5144

### Saaremaa

MTÜ Pärnu  
Naiste Tugikeskus  
+372 5309 8919

### Tartumaa

MTÜ Naiste  
Tugi- ja Teabekeskus  
+372 5594 9496

### Valgamaa

MTÜ Valgamaa  
Naiste Tugikeskus  
+372 5303 2544

### Viljandimaa

MTÜ Viljandimaa  
Naiste Tugikeskus  
+372 5805 0535

### Võrumaa

MTÜ Võrumaa  
Naiste Tugikeskus  
+372 5308 6889

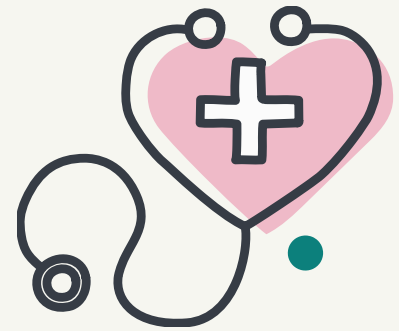
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# Dealing with a patient who may be a victim



## Immediate medical care and safety

- Offer immediate medical care
- First ensure your own safety
- Then ensure the safety of the patient

## Privacy and examination

Create a private environment in which to communicate with the patient

Routine examination/consultation

Describe and document the injuries, collect the evidence,

complete the primary risk assessment in the event of intimate partner violence

## Is a referral needed?

Provide information about help options/establish contact with Victim Support

## Is there an obligation to notify the relevant authorities about the patient?

Based on the patient's health condition, is a follow-up necessary?

Agree on the date and time for a follow-up

### Adult

Contact the police or Victim Support, with the consent of the adult patient.

In the event of the patient's death, which may be related to a crime, notify the authorities on the emergency number 112. In the case of an adult in need of aid (social welfare), there is an obligation to notify the local government.

## The obligation to notify

### Child

In the case of a child in danger\*, there is an obligation to notify the authorities on 112. In the case of a child in need, call 116 111 or notify the local government.

\* A child in danger is a child who is in a life- or health-threatening situation, and a child whose behaviour endangers their own life, or the life and health of other persons.



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