

## Telephone Triage Checklist ~ Domestic Violence/Civil Harassment

**Incoming Call:** “*I want to get a restraining order against someone.*”

Example #1 – Filing a Domestic Violence Restraining Order

**Staff:** Has there been a recent incident of abuse?

Caller: Yes. *Explanation. (Restraining orders are not for neighbor disputes, property control, custody/visitation and or/evictions. Restraining orders are to protect an individual from another person, due to physical and/or mental abuse and the person has an immediate issue regarding their safety.)*

**Staff:** What is the relationship of the person you want to file a restraining order on?

Caller: My (ex- or current) husband/wife/partner, (ex- or current) boyfriend/girlfriend, parent, son/daughter, sibling or in-laws.

**Staff:** Do you and the other party live together?

Caller: Yes.

**Staff:** Do you believe that you need to seek safety for yourself (and your children) in a shelter?

Caller: Yes.

**Staff:** Inform the caller about Catalyst and their services, especially if you feel that the person would benefit from Catalyst’s advocacy services.

**Workshop:** *Domestic Violence – to file for a restraining order*

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Example # 2 – Filing a Civil Harassment Restraining Order

**Staff:** Has there been a recent incident of abuse?

Caller: Yes. *Explanation. (Restraining orders are not for neighbor dispute, nuisance , property control, custody/visitation and or/evictions. Restraining orders are to protect an individual from another person, where there has been physical and/or mental abuse and the person has an immediate issue regarding their safety.)*

**Staff:** What is the relationship of the person you want to file a restraining order on?

Caller: A person of casual acquaintance. A person not related to me or a person that I have no history of an intimate relationship.

**Workshop:** *Civil Harassment – to file for a restraining order*

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**Staff:** Inform callers that when they attend a Domestic Violence/Civil Harassment Workshop, they will need to prepare a declaration regarding the incidents of violence (e.g. Who was there/What was abuse/ Where did the incident take place/ When did each incident happen/ Did the police come?).