

Continuum of care model for children victims of abuse

Developing online support services for children

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St. Petersburg Non-government Organization
Doctors to Children

Doctors to Children



Supporting vulnerable
children and families since 2001

St. Petersburg

- 18 districts (**1,439** sq.km)
- Population – **5 millions**
- Child population – **690,1 thousands**
 - 13,9% from a total population
- **2,054** crimes against children reported in 2011
- **1,821** cases of termination of parental rights in 2011



Continuum of care services for children victims of abuse

- Psychosocial Rehabilitation Unit at the City Children's Hospital
- Inter-Agency Response Protocol
- Trained multidisciplinary teams in 18 districts
- Child-friendly forensic interview facility at the Investigation Department
- Forensic Interview Protocol
- Internet Resource for Children and Youth
<http://помощьрядом.рф> ('help is near')

Psychosocial Rehabilitation Unit for Children Victims of Abuse at the City Children's Clinical Hospital # 5



Psychosocial Rehabilitation Unit

Established in 2008 in cooperation with:

- *Doctors to Children*
- *HealthRight International*
- Social Rehabilitation Center for Minors of Frunzensky district
- City Children's Clinical Hospital #5 by N. Filatov
- Administration of Frunzensky District



Children's Hospital #5

- 19 departments, including:
 - Gynecology
 - Neurosurgery
 - Traumatology
 - Maxillofacial surgery
- 650 operating beds
- 68 000 patients in a year



Psychosocial Rehabilitation Unit

- Identification of children victims of abuse among patients of the Hospital
- Provision of psychological and social assistance to children and their family members at hospital
- Provision of assistance to children and family members during investigating procedure
- Coordination of service provision to children after discharge from the hospital

Identification

- Assignments to the Unit by medical staff
- Hospital register book of reports to police (phone messages)
- Contact with admission department



Детская городская клиническая больница №5
им. Нила Федоровича Филатова

Сигнальный талон

Дата _____

ФИО пациента _____

Возраст _____

Откуда направлен: (отделение) _____

Фамилия лечащего врача _____

Диагноз: _____

Предполагаемая дата выписки: _____

Причина направления:

- ☐ 1. Насилие (предположительно)
- ☐ 2. Трудная жизненная ситуация
- ☐ 3. Эмоциональное состояние/поведение
- ☐ 4. Употребление ПАВ, алкоголя

Подпись сотрудника
направляющего отделения (с расшифровкой)

Psychological assistance

- Crisis counseling for children and their family members
- Family counseling
- Psychological assessment
- Prevention of risk-taking behaviours
- Participation of the Unit staff in investigating procedure, assistance to child and family members during investigation



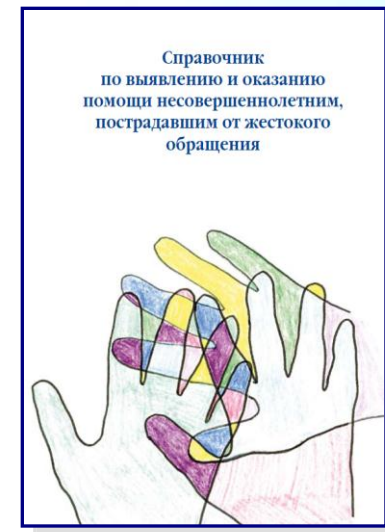
Social assistance

- Counseling on social and legal issues
- Assistance in access to rehabilitation through inter-agency cooperation and cross-referrals
- Assistance in access to shelters and halfway houses



Inter-Agency Response Protocol

- Response protocol
 - Legislation
 - Stages of rehabilitation
 - Algorithm of actions
 - Inter-agency cooperation and coordination
- Reference book
 - Types of child abuse, signs of abuse
 - Contact information of relevant authorities and institutions



Training and supervision

- Multidisciplinary teams in 18 districts
- Training sessions on the Interagency Response Protocol to assist children victims of abuse
- Training sessions on related topics
- Supervision on cases of child abuse
- Identification of challenges
- Link knowledge and skills to everyday practice



Child interview room at the Investigation Department



Opened in 2013

Child interview room at the Investigation Department

- Child-friendly, isolated, safe and comfortable facility



Child interview room at the Investigation Department

- Interview room
- Observatory room
- Two-way mirror



Child interview room at the Investigation Department



- Audio and video recording
- Supporting tools



Award



- Successful interaction between DTC and the Investigating Directorate of the Investigating Committee of Russia for St. Petersburg was marked by the Committee leadership. In May 2013, Svetlana Suvorova, DTC Board Chairman, was awarded a medal “For cooperation” by the Investigating Committee.

Child Forensic Interview Protocol

- Guidelines on organization and implementation of forensic interview with children – victims or witness of crime
 - Legislation and regulations on child forensic interview
 - Child interview rules and principles, specific for age, developmental level, gender, etc.
- Recommendations for equipment of a child-friendly forensic interview facility
 - Specialized interview facility
 - Instructions on using equipment, including audio and video recoding
- Training for the investigators

Методические рекомендации
по организации и ведению
допроса несовершеннолетних –
жертв и свидетелей преступлений
в специализированном
помещении на этапе следствия

Рекомендации по оборудованию
помещения,
дружественного детям,
для следственных действий
с несовершеннолетними

Помощь рядом

Online support services for children

- Child-friendly Internet Resource
- <http://помощьрядом.рф> www.pomoschryadom.ru
- Sections for children and adolescents
- Useful information on topics interesting for children and adolescent
- Useful contacts (police, hotlines for children, social services)
- Online support and psychological assistance for children and adolescents
 - Live chat with counselor
 - Moderated forum
 - Questions and answers through e-mail

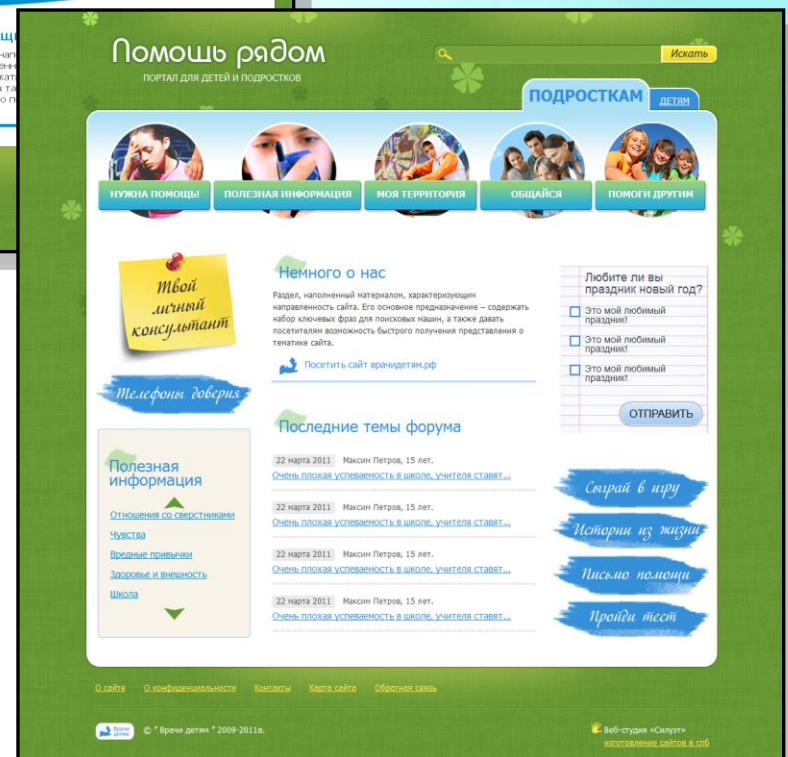
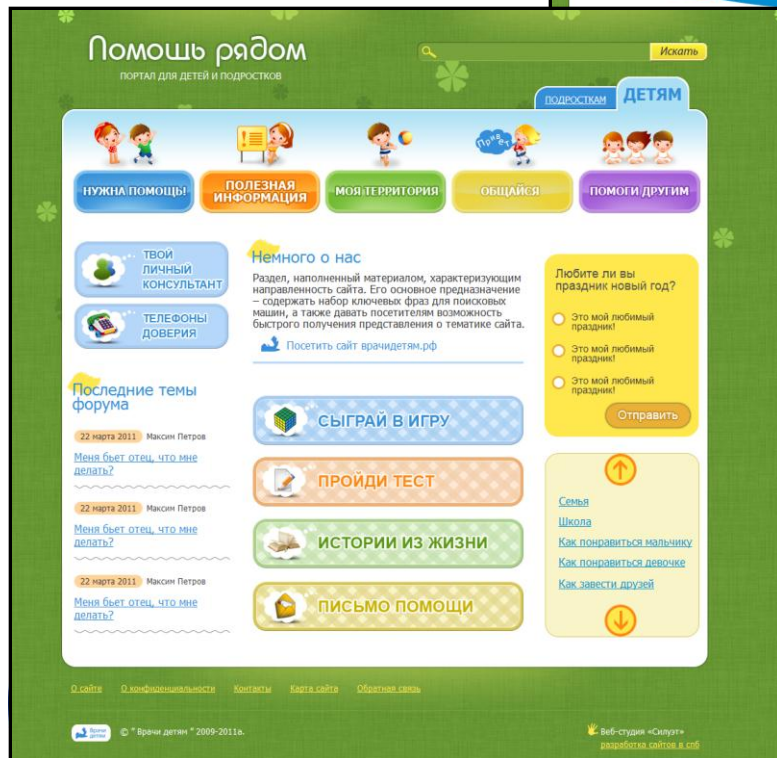
Помошь рядом

For
children

Помошь рядом



For
adolescents



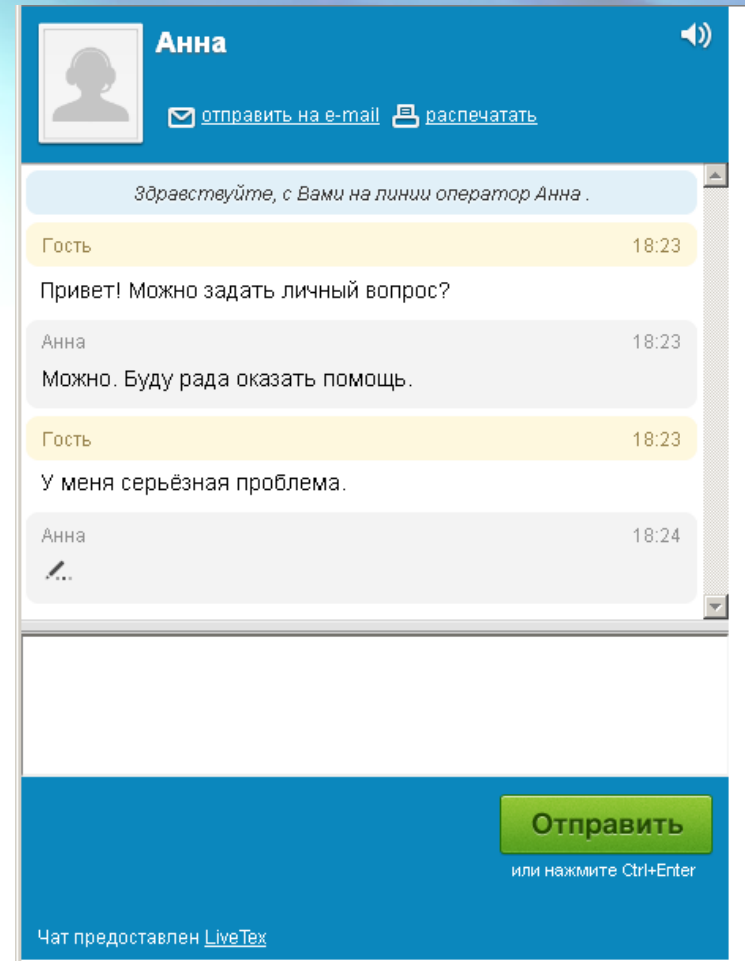
Useful information

- Yourself
- Health
- Family
- Love and friendship
- School
- Safety
- Violence
- Your rights
- Occupation



Live chat

- Online counseling
- Professional counselors (psychologists) and trained volunteers
- Day and evening time
- Weekdays and weekends
- All-Russia resource



Counselors

- Professional counselors
 - Psychologists (DTC resource center and project staff)
- Volunteers' recruitment and training
 - Recruitment through web-based campaign and campaign in Universities
 - 32-hour training course
 - Interview with program staff

Supervision and maintain of motivation

- Most volunteers – 4-5 year students, interested in professional skills training
- Available support for volunteers:
 - Supervision sessions twice in a month
 - During counseling, volunteer can request support from professional counselor in live chat or by phone
 - Chart history is reviewed by coordinator and supervisor

Counseling Session Topics

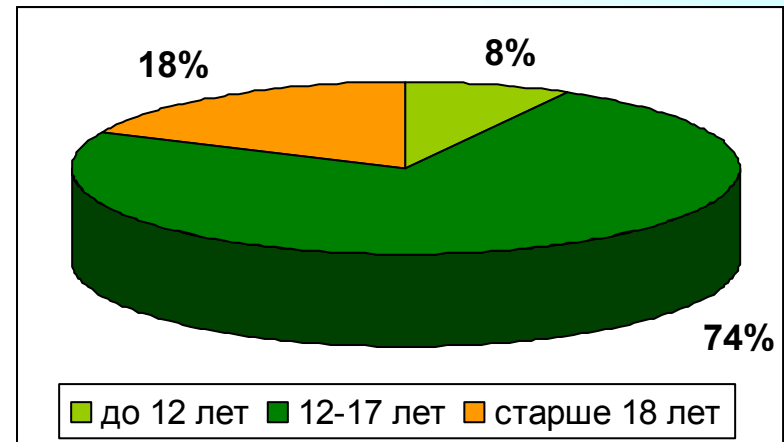
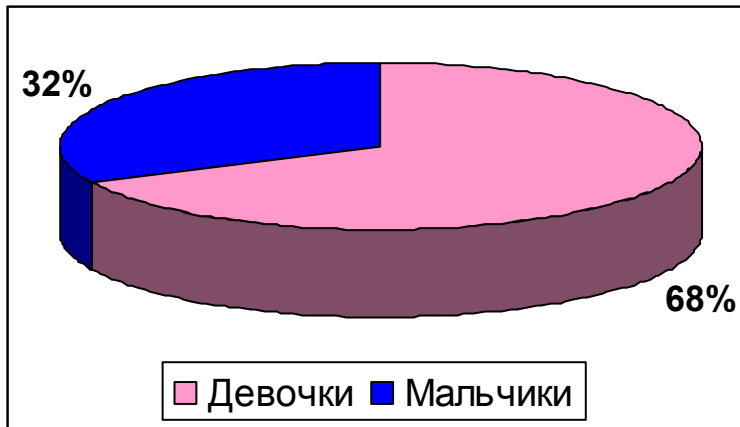
Love and relationship	34%
Family conflicts	31%
School	27%
Feelings, affects, mood	25%
Friendship	19%
Self-esteem, identity	18%
Loneliness	13%
Sexuality and sexual relationship	11%
Fear, anxiety	10%
Physical/Mental illness	10%

Counseling Session Topics

Suicide, self-destructiveness	8%
Contacts of institutions, legal issues	8%
Leisure time	7%
Child abuse and neglect	5%
Bullying	4%
Appearance, body	4%
Substance abuse/risk use (alcohol, drugs, tobacco), gambling	4%
Sexual abuse, molestation	3%
Vocational guidance, college or university enrollment, employment	2%

Помощь рядом

- Over 100 online consultations and 30 e-mails each month
- Children from different regions of Russia, as well as from Ukraine, Belorussia, Kazakhstan, and other Russian-speaking countries received support



Помощь рядом

- Web-site was awarded by all-Russia Internet-contest “Positive Content” under nomination “Volunteers’ initiatives and communities (socially important topic)”



- Web-site was included into “White list” of web-sites by Safe Internet League



Thank you for your attention!

www.doctors2children.ru

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