

Emerging Stronger

VIRTUAL SERVICE DELIVERY RESOURCES



Ontario Association of Interval & Transition Houses

Developed for Ontario Association of
Interval and Transition Houses (OAITH)

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Design by Azza Abbato
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Acknowledgements

The **Emerging Stronger: Virtual service delivery project** consists of:

- promising practices
- policy templates
- and a resource list

all of which are available at: www.oaith.ca/oaith-work/digital-safety.html

Emerging Stronger was prepared on behalf of the **Ontario Association of Interval and Transition Houses (OAITH)**, a coalition of first stage emergency women's shelters, second stage housing organizations and community-based gender-based violence (GBV) organizations who work towards ending all forms of violence and oppression against all women, girls and gender-diverse individuals. OAITH achieves this through training, education, advocacy, public awareness and government relations.

OAITH members led the development of the promising practices and policy templates by participating in a survey, focus groups and interviews. Their time and candor is greatly appreciated. **Thank you to all agencies that participated:**

Aboriginal Shelters of Ontario
Alternatives for Women
Barbra Schlifer Commemorative Clinic
Bethesda House
Cornerstone Family Violence Prevention Centre
Domestic Abuse Services Oxford
Family Transition Place
Faye Peterson House
Green Haven Shelter for Women
Haldimand & Norfolk Women's Services
Herizon House
Hiatus House
Inasmuch House - Mission Services of Hamilton
Ingamo Homes
Interval House of Ottawa
Interval House

Maplegate House
Mattawa Women's Resource Centre
My Friend's House
Naomi's Family Resource Centre
New Starts for Women
Nova Vita Domestic Violence Prevention Services
Red Door Family Shelter
Sandgate Women's Shelter of York Region Inc.
South Asian Women's Centre
The Redwood
Three Oaks Foundation
Women's House Serving Bruce and Grey
Women's Place of South Niagara
Yellow Brick House
YWCA Sudbury Genevra House

This project has been funded by Women's Shelters Canada.



For specific information on online abuse and online safety planning, see the OAITH training, "Gender-Based Violence, Technology & Safety", also available through <https://www.oaith.ca/train/training.html>

Please consider the environment before printing! If printing, here are some tips:
<https://gradient.postermywall.com/2021/07/06/how-to-print-edge-to-edge-on-your-printer/>

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Virtual Program Delivery

Quick resource

Digital Service Considerations for BC's Anti-Violence Programs



BC Society of Transition Houses

<https://www.youtube.com/watch?v=WJoD6o5NXxc>

A 1 hour webinar providing in-depth process recommendations for virtual service delivery in the gender-based violence (GBV) sector (2020)

In-depth resource

Equity Guide for Nonprofit Technology



NTEN

<https://www.nten.org/equity-guide-for-nonprofit-technology/>

A lengthy downloadable publication that examines barriers to equitable access that technology may cause or alleviate with strategies for overcoming barriers (2020)

Other resource

Best Practice Principles for Digital Services



National Network to End Domestic Violence (US)

<https://www.techsafety.org/best-practice-principles>

An article exploring 7 principles to guide GBV virtual service delivery (2019)

Preparing to Deliver a Virtual Service

Quick resource

Assessing Readiness for Digital Services



National Network to End Domestic Violence (US)

<https://www.techsafety.org/assessing-readiness-for-digital-services>

An article covering planning, goal setting, assessing risk and determining costs, with links to a worksheet and webinar (2018)

In-depth resource

Digital Service Toolkit



BC Society of Transition Houses

<https://bcsth.ca/digitalservices/>

An extensive collection of print and video resources for GBV organizations on preparing to deliver virtual services, including assessing organizational readiness, promising delivery practices and developing policies (2021)

Other resources

Preparing for Digital Services Checklist for Decision-Makers



National Network to End Domestic Violence (US)

<https://www.techsafety.org/preparing-for-digital-services>

An article discussing the policies, key decisions and training involved when preparing to deliver a virtual service (2020)

Choosing a Digital Services Platform



National Network to End Domestic Violence (US)

<https://www.techsafety.org/choosing-a-platform>

An article covering key questions to ask when considering technology for service delivery and the pros and cons for various platforms (e.g. chat, video conference), including safety risks and accessibility (2019)

Choosing a Vendor for Digital Services



National Network to End Domestic Violence (US)

<https://www.techsafety.org/choosing-a-vendor>

An article with ways to compare technology vendors: cost, features and customizability, data security and privacy, customer service and service downtime (2019)

Providing Virtual Support

Quick resource

Online Communication for Advocates



National Network to End Domestic Violence (US)

<https://www.techsafety.org/online-communication-for-advocates>

An article providing an overview of virtual communication considerations (2020)

In-depth resource

Promising Practices for Sexual Violence Distance Counselling



Ending Violence Association of Canada, Anova and SAC Kingston

<https://endingviolencecanada.org/wp-content/uploads/2022/01/Promising-Practices-for-Sexual-Violence-Distance-Counselling-8-compressed.pdf>

Drawing from a national survey of GBV counsellors, this engaging report provides a detailed checklist for virtual counselling and other tips (2022)

<https://endingviolencecanada.org/promising-practices-for-distance-counselling-with-survivors-of-sexual-violence/>

A 2 hour webinar of GVB counsellors describing lessons learned in virtual service delivery (2022)

Other resources

How to Talk with Survivors About Safe Methods of Contact



National Network to End Domestic Violence (US)

<https://www.techsafety.org/safe-contact-methods>

A short guide for GBV advocates on how to talk with survivors about safety and maintaining contact (2020)

Digital Service Toolkit - scroll to Promising Practices for Digital Service Delivery



BC Society of Transition Houses

<https://bcsth.ca/digitalservices/>

Guides for using various digital tools such as text, email, chat and video conferencing (2021)

Online Communication Training for Anti-Violence Workers



Hosted by BC Society of Transition Houses, delivered by National Network to End Domestic Violence/TechSafety.org



<https://www.youtube.com/watch?v=Cs2fbFwwNaA>

A 1.5 hr webinar supporting GBV organizations to move to digital services with a focus on communication strategies as well as safety and privacy risks and options (2020)

How Can I Support my Clients who have Remote Court Appearances?



Luke's Place

<https://lukesplace.ca/how-can-i-support-my-clients-who-have-remote-court-appearances/>

Tips for service providers as they support survivors with virtual family court appearances (2021)

Specific Technologies

Cloud Computing for Nonprofits



NTEN (US)

<https://www.nten.org/article/cloud-computing-for-nonprofits/>

A guide explaining cloud computing and the implications for nonprofits (2021)

Database Considerations for Canadian Anti-Violence Organizations



BC Society of
Transition Houses

BC Society of Transition Houses

<https://bcsth.ca/technology-safety-project-resources/database-considerations-for-canadian-anti-violence-programs/>

A webpage with links to downloadable resources of varying lengths covering how to assess database applications (2019)

Instant Messaging



Canadian Centre for Cybersecurity, Government of Canada

<https://www.cyber.gc.ca/en/guidance/instant-messaging-itsap00266>

A short article looking at security and risk for instant messaging, how to assess an application and steps for safer messaging (2020)

Creating Engaging Video Calls

Leading Groups Online



Jeanne Rewa and Daniel Hunter

Download from: <https://www.leadinggroupsonline.org/#order>

A downloadable guide for social justice organizations with many tips on leading online workshops and other events, including strategies to support equal access (2020)

Tips for Sign Language Interpretation During Virtual Meetings



UN Geneva Conferences

<https://www.youtube.com/watch?v=QOspsO7HY2o>

A 5 minute video providing tips on how to best support sign language interpretation in the video call setting (2021)

Developing Virtual Service Policies

Quick resource

Tips on Building Technology Related Policies and Procedures



Accessed 2022; publication date undisclosed

<https://primalglow.ca/sample-work/tips-on-tech-policies-procedures/>

A short article with considerations when developing policies for virtual services (2022)

In-depth resource

Use of Technology Policy Template Guide for Use in BC's Transition Housing and Supports Programs



BC Society of Transition Houses

<https://bcsth.ca/wp-content/uploads/2020/04/14.-The-Use-of-Technology-Template-Guide-for-Transition-House-Supports-Program.pdf>

A 75 page policy template guide for office and agency technology, online communication, technology security and program participant use of technology (March 2020)

Other resources

Tech Policies for Virtual Teams: A Leader's Responsibility



Nonprofit Technology (US)

<https://www.nonprofittech.com/policy/?open-article-id=19851422&article-title=tech-policies-for-virtual-teams--a-leader-s-responsibility&blog-domain=nonprofitquarterly.org&blog-title=non-profit-quarterly->

A 75 minute webinar for nonprofit leaders about policies for virtual teams; also see the free ebook Nonprofit Technology Policy Workbook (2020)
<https://offers.techimpact.org/reports/nptechpolicyworkbook>

Determining the Best Tech and Policies for your Nonprofit



Tech Soup

<https://www.techsoup.ca/community/blog/determining-the-best-tech-and-policies-for-your-nonprofit>

A short article that looks at principles to consider when developing policies (2020)

Managing Client Information

Quick resource

FAQs on Record Retention and Deletion



National Network to End Domestic Violence (US)

<https://www.techsafety.org/retention/?rq=data%20retention>

An article with guidelines to help ensure that data collection processes never increase risks for victims (2011)

In-depth resource

Guidelines for Uses of Technology in Counselling and Psychotherapy



Canadian Counselling and Psychotherapy Association (CCPA)

https://www.ccpa-accp.ca/wp-content/uploads/2019/04/TISCGuidelines_Mar2019_EN.pdf

A detailed guide on managing client information within the context of online counselling, including considerations for different platforms, relevant aspects of Canadian privacy laws, risk management and informed consent (2019)

Security

Quick resource

Cyber Security for Healthcare Organizations: Protecting Yourself Against Common Cyber Attacks



Canadian Centre for Cybersecurity, Government of Canada

<https://www.cyber.gc.ca/en/guidance/cyber-security-healthcare-organizations-protecting-yourself-against-common-cyber-attacks>

A short article providing basic information about what cyber attacks are, with tips for protecting an organization and links to more resources (2020)

In-depth resource

Cybersecure Canada



Government of Canada

<https://ised-isde.canada.ca/site/cybersecure-canada/en>

A multi-module e-learning designed to support small and medium organizations to obtain their CyberSecure certification and improve their knowledge about technology security issues with many risk management strategies (2022)

Other resources

Security Practices Checklist: Electronic Practice



College of Registered Psychotherapists of Ontario

<https://www.crpso.ca/wp-content/uploads/2019/03/FINAL-Security-Practices-Checklist-for-Electronic-Practice-Guideline-approved-01MAR2019.pdf>

A downloadable chart that covers the security considerations for different facets of virtual counselling, including internet connection, devices, record management and client considerations (2019)

6 Steps to Implement a Password Manager at your Non-profit



NTEN (US)

<https://www.nten.org/article/password-managers/>

A short article on why and how to implement a tool for password management within an organization (2017)

7 Deadly Weaknesses of Nonprofit Security



NTEN (US)

<https://www.nten.org/article/seven-deadly-weaknesses-of-nonprofit-security/>

A short article on common security weaknesses within organizations with risk management strategies for limited budgets (2016)

Supporting Virtual Work

Quick resource

Netiquette 10 Tips for Virtual Meeting Etiquette



Ontario Association of Interval and Transition Houses (OAITH)

<https://www.oaith.ca/assets/files/Netiquette-%20Infographic%20by%20OAITH%20FINAL%20-%20revised%20April%201.pdf>

An infographic providing strategies for effective participation in virtual meetings (2020)

Other resources

Taking Care of Our Digital Body: Reflections of a Virtual Team



Urgent Action Fund Latin America and the Caribbean

<https://fondoaccionurgente.org.co/en/resources/>

(Select "Sustainable Activism" on the left)

A short downloadable publication by and for women's advocates on self-care in the virtual work environment (2020)

Privacy Matters: Working Remotely



National Network to End Domestic Violence (US)

<https://www.youtube.com/watch?v=T5HKfvKtgt4>

A 30 minute webinar on how to run a remote team (2020)

8 Tips for Facilitating Nonprofit Hybrid Meetings



NonProfits Club (US)

<https://nonprofits.club/8-tips-for-facilitating-nonprofit-hybrid-meetings/>

A short article on engaging teams when some people join a meeting remotely while others attend in person (2021)

Online Safety for Survivors

Gender-Based Violence, Technology & Safety



Ontario Association of Interval and Transition Houses (OAITH)

<https://www.oaith.ca/train/training.html>

A self-paced online course examining the intersections of gender-based violence and technology, with a focus on how to respond to technology-facilitated violence and how to improve survivor safety. The course explores technology both as a tool and platform of gender-based violence, and as a resource to understand risk and increase safety (2022)

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