



Safe Helpline 101

Self-Paced Educational Module

DoD Safe Helpline Info Paper

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safehelpline.org       877-995-5247

What is Safe Helpline 101?

Safe Helpline 101 provides a comprehensive overview of Safe Helpline, including services offered and how to connect to them, common topics discussed by visitors, information about our secure technology platform, steps taken to protect the anonymity and confidentiality of users, and an introduction to how Safe Helpline staff provide support. The Safe Helpline 101 module fulfills the DoDI 6495.03 requirement for D-SAACP certification.

Background

Safe Helpline 101 is an initial step to learning more about the services Safe Helpline provides. The module is intended for Sexual Assault Response Coordinators (SARCs), Sexual Assault Prevention and Response Victim Advocates (SAPR VAs), and other stakeholders, such as medical and mental healthcare providers, chaplains, legal responders, and civilian sexual assault service providers.

What Can I Expect From This Program?

Safe Helpline 101 provides a complete overview of how Safe Helpline supports survivors of sexual assault in the DoD Community, the different ways that users can access Safe Helpline services, and how each service is anonymous, confidential, and secure. Once completed, you will be able to:

- Describe Safe Helpline services and resources for survivors, their friends and family, and local SAPR and Sexual Harassment/Assault Response and Prevention (SHARP) personnel.
- Recognize the importance of and difference between anonymous and confidential services.
- Explain why survivors contact Safe Helpline and how staff are trained to support them.

How Can a User Access the Online Program?

Users can access all Safe Helpline Self-Paced Educational Programs anonymously at SafeHelpline.org/education or via the [Safe Helpline app](#). To take this course for one hour of D-SAACP continuing education credit, please visit [Safe Helpline's Education Portal](#).

What is DoD Safe Helpline?

The Department of Defense (DoD) [Safe Helpline](#) is the Department's sole secure, confidential, and anonymous crisis support service specially designed for members of the DoD community affected by sexual assault. Safe Helpline is available 24/7, worldwide. The DoD Safe Helpline staff provides live, one-on-one support to survivors, their families, and other DoD stakeholders. It is operated by [RAINN](#) (Rape, Abuse & Incest National Network), a national anti-sexual violence organization, through a contract with the [Department of Defense Sexual Assault Prevention and Response Office](#) (DoD SAPRO).