COMMONWEALTH OF MASSACHUSETTS

MPTC

Municipal Police Training Committee

Freedom to Communicate: Deaf/Hard of Hearing & Victims of Human Trafficking

In-Service Training 2025 | *The First Amendment*

Introductions



- Instructor Introduction
- Professional Background
- Why This Training Matters

Learning Objectives

1. Identify best practices of effective communication as well as common barriers to communication with vulnerable populations.
2. Describe and explain the best practices and resources available when communicating with Deaf and hard of hearing individuals.
3. Review the best practices and available resources when communicating with victims of human trafficking.



Learning Objective 1

Identify best practices of effective communication as well as common barriers to communication with vulnerable populations.



The Importance of Emotional Intelligence



- Two basic aspects:
  - manage our own emotions.
  - influence the emotions of others.
- Serves two purposes, helps:
  - officers serve the community better
  - individuals cope with the daily struggles of lives as officers.

Communication Skills

Key skills include:

- building rapport
- active listening
- using a procedurally just approach
- minimizing biases and judgement
- awareness of internal motivations for disclosure



Passing Judgment



In the first few milliseconds of perceiving someone, we form an opinion, positive or negative.

Developing Rapport

- Building rapport with individuals is important when trying to elicit information and encourage cooperation for individuals with vulnerabilities.
- Practical examples of this include:

offering drinks, tissues, breaks and a seat	recognizing trauma
giving victims time to think	demonstrating a genuine interest in them
offering encouragement	demonstrating empathy and compassion
offering alternatives	listening actively
offering interpreter services	developing a dialogue and using language they understand



Conversation Habits

To set the stage for effective communication, officers should practice crucial *verbal* and *nonverbal conversation habits*.

Communication Strategies

- Use body language to show the individual that the officer is listening carefully.
- Ask many questions, and make simple requests, one at a time.
- Ask open-ended questions.
- A person may not understand all of the words an officer says, the person can sense their tone and attitude.
- Be aware of potential mental health conditions or cognitive disabilities.

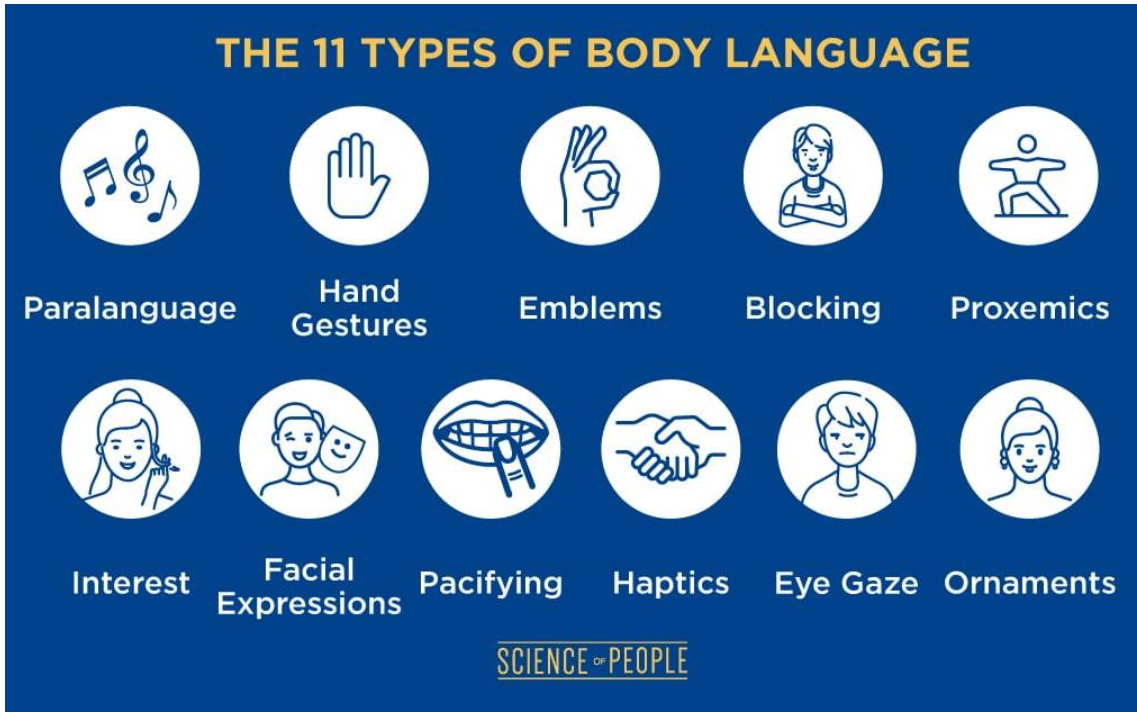
Verbal Communication

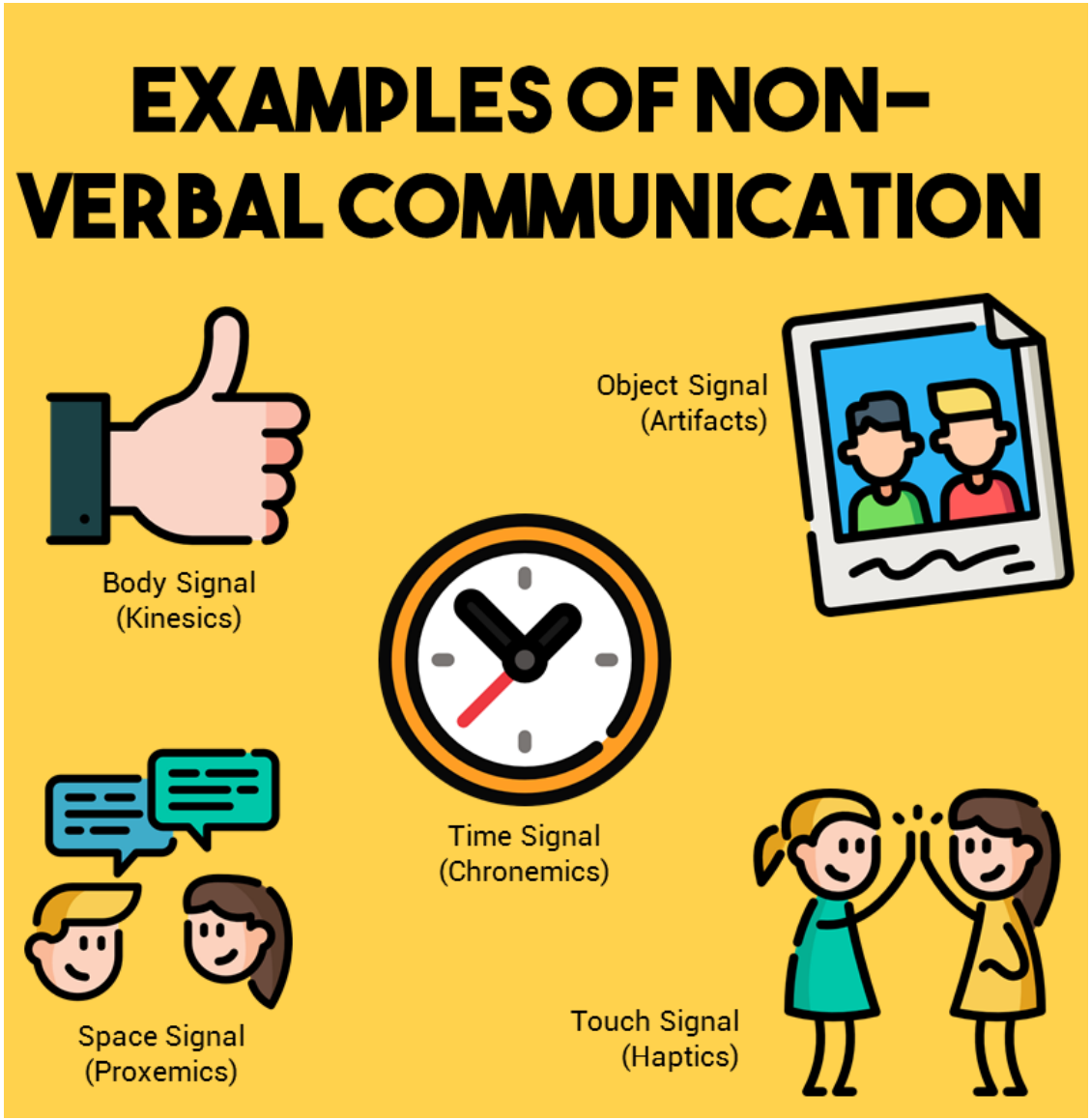
1. Control your level of stress
2. Keep it low and slow
3. Start low and then go loud
4. Keep it clean, simple and clear
5. One voice
6. If it isn't working, try something else
7. Ask yourself *"Am I establishing contact with the subject?"*
8. Remember to listen
9. Be clear
10. You are a professional



Body Language

- Kinesics is the study of body language and how it communicates nonverbal messages.
- Body language can account for up to 90% of any spoken message during face-to-face conversations.





Nonverbal Communication

- Eye contact
- Gestures
- Silence
- Facial expression
- Posture and body language
- Space and proximity
- Tone of voice
- Appearance
- Touch

Active Listening

- Attending
- Acknowledging
- Summarizing



Non-Compliance

- Conduct officers can easily see and experience to include physical resistance, violence, and specific body language or verbal clues.
- Can be an unintentional act caused by certain underlying factors / conditions officers cannot see immediately or neglect to identify.
    - physical illness
    - mental health condition
    - developmental disabilities
    - drug impairment
    - behavioral / emotional crisis



De-Escalation

- It is about establishing and facilitating mutual interpersonal communication that should not compromise safety.
- Per MGL c 6E De-Escalation Tactics include, but are not limited to:
  - verbal persuasion
  - warnings
  - slowing down the pace of an incident
  - waiting out a person
  - creating distance between the officer and a threat
  - requesting additional resources

De-Escalation Tactics

- De-escalation is always the goal, especially when interacting with vulnerable populations.
- The MGL requires officers to attempt de-escalation tactics before using physical force upon another person unless it is not feasible.
- These tactics add tools to an officer's toolbox. When used effectively, they are forms of communication that should not compromise safety and can assist an officer in interactions with everyone.

De-Escalation Fundamental Principles



- Take a calm approach.
- Patience, patience, patience.
- Slow down the pace of an incident
- Empathy is essential.
- Use active listening techniques.
- Understand and match your verbal cues with your non-verbal cues.
- Be respectful.

De-Escalation Techniques

- Allow the person to have their thoughts, feelings, and behavior.
- Use simple, concrete, clear communication.
- Use “I” or “We” statements” and NOT “You” statements.
- **Be sure to introduce yourself!**
  - Explain your actions when possible.
  - Give them space
  - Use a calm, even tone of voice
  - Be consistent and predictable when possible
  - Explain what happens next

Learning Objective 2

Describe and explain the best practices and resources available when communicating with Deaf and hard of hearing individuals.



Important Notice

- If you are receiving this presentation without having attended a MCDHH presentation, you are missing out on important information conveyed through in-person interaction.
- Non-MCDHH personnel should not use this presentation as the basis for their own presentations for that reason.
- If you are in Massachusetts you may request a free MCDHH training here.







Say Hello


Bună ziua
Dzień dobry
SZIA
SELAM
HEJSAN
HEJ
ALIO
NOROC
Tjänare
SVEIKI
GUTEN TAG
SANNU
SERVUS
Cześć
BONJOUR
PRONTO
HELLO
CIAO
SZERVUSZ
DAR FIA
Olá
Allô
BONGHJORNU
HALOO
Hi
DIA DUIT
SALVE
TIENS
ALOHA
ZDRAVO
MERHABA
VERWELKOMING
Hylô
HALLO
HEI
SALUT
ZDRAVO

Emergency Situations: Communicating with Deaf & Hard of Hearing Individuals

Information provided by:

Massachusetts Commission for the Deaf and Hard of Hearing



What do you see?



Video- Walking

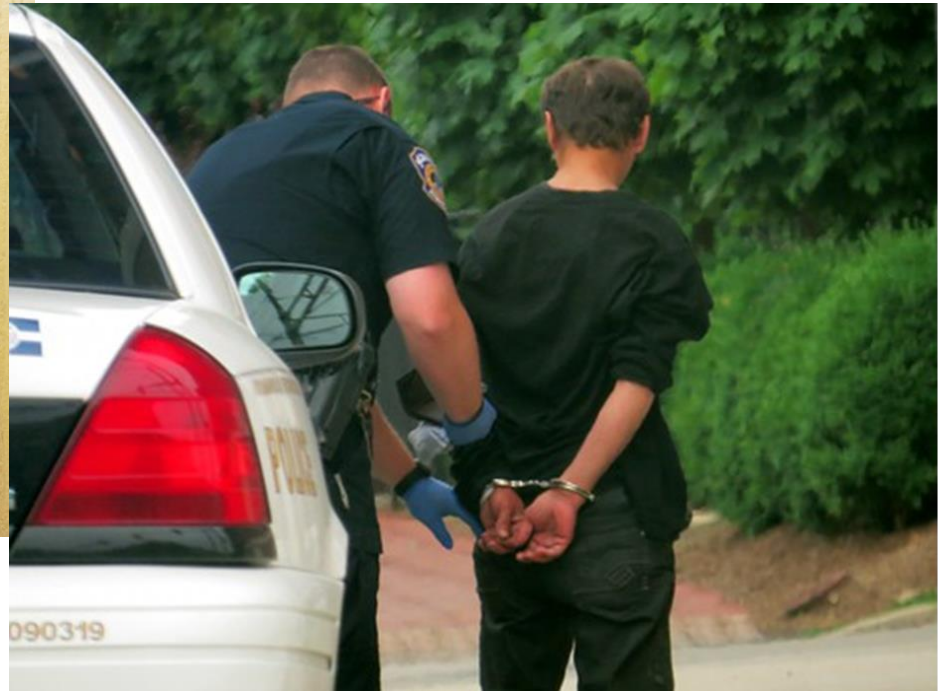


How will you communicate?

…with a Victim?



…with a Suspect?



What can you do?

...in your community



State 911 Disability Indicator Form

Disclaimer



Video- Culture



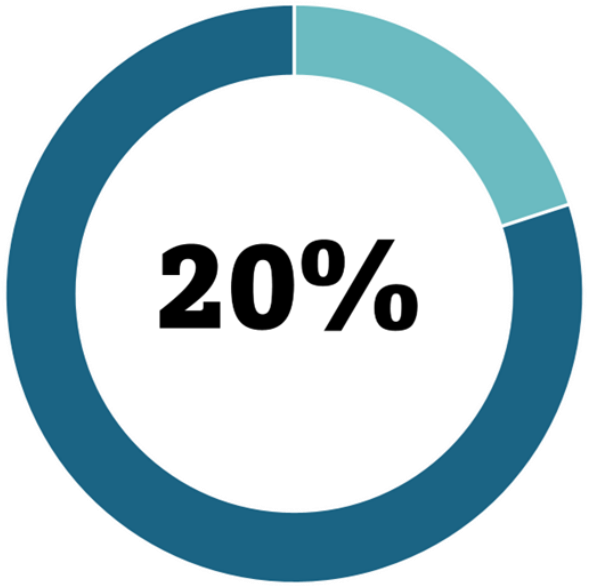
Goals For Today

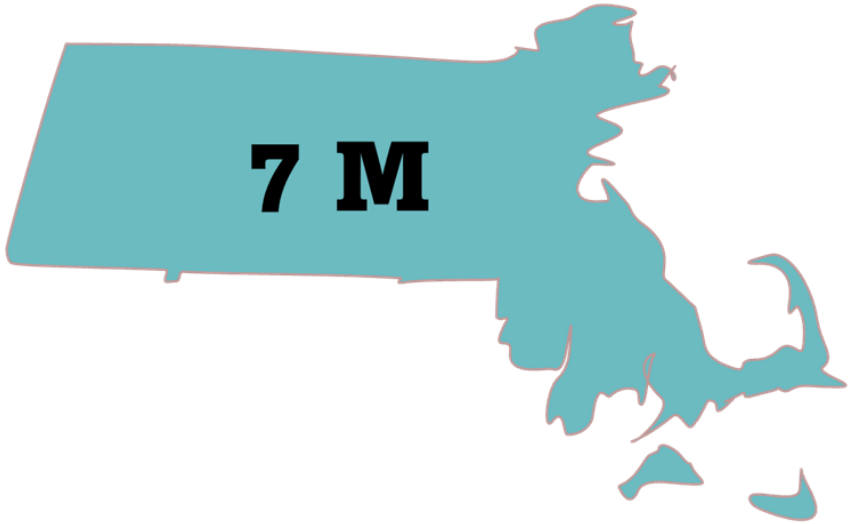


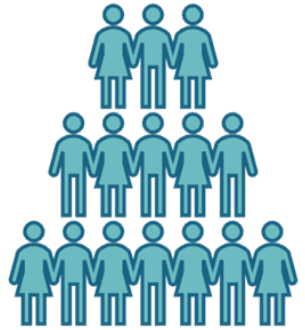
Officers will be able to:

1. Recall the different communication methods Deaf and hard of hearing individuals may use and which are most likely to work for an individual in a specific setting.
2. Apply simple everyday communication tips to improve any communication situation.
3. Consider the type of communication access necessary and identify methods to obtain: Interpreter/CART Provider/Assistive Listening Device.
4. Identify the Federal and State Law that applies to your work with Deaf and hard of hearing individuals.

Demographics







1.4 M

MCDHH

Massachusetts Commission
For The Deaf And Hard Of Hearing



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Freedom to Communicate: Deaf/Hard of Hearing and Victims of Human Trafficking
In-Service Training

Relevant for Law Enforcement





- Request an ASL/CDI Interpreter/CART
- After-Hours Emergency Referral **1-800-249-9949**
- Free Training Request
- Technical Assistance Request

MCDHH
Massachusetts Commission For The Deaf And Hard Of Hearing

MUNICIPAL POLICE TRAINING COMMITTEE
COMMONWEALTH OF MASSACHUSETTS

Services for Deaf and Hard of Hearing Individuals



- Community Services Division Information
- SUD Information
- State 911 Equipment Distribution Information
- DHILS Information



MCDHH
Massachusetts Commission For The Deaf And Hard Of Hearing

ADA

- **Title I: Employment** – Prohibits employers from discriminating
- **Title ll: Public Services** – Prohibits discrimination in State & local government services…
- **Title lll: Public Accommodations** – Businesses and non-profits must provide access
- The law gives primary consideration for the type of aid or service requested by the Deaf or hard of hearing individual. **So don't guess, ASK!**
- **ADA FAQ for law enforcement. & MGL for law enforcement and Interpreters**

Communication



- What will communication look like?
- What type of communication access will be needed?
- That depends!

Myths & Stereotypes



- All Deaf People Read Lips **X**
- Hard of Hearing People know Sign Language **X**
- Deaf people do not drive **X**
- Cochlear Implants and Hearing Aids fix hearing **X**
- If a person can speak then they must also hear **X**
- American Sign Language is the same as English **X**

The Words We Choose

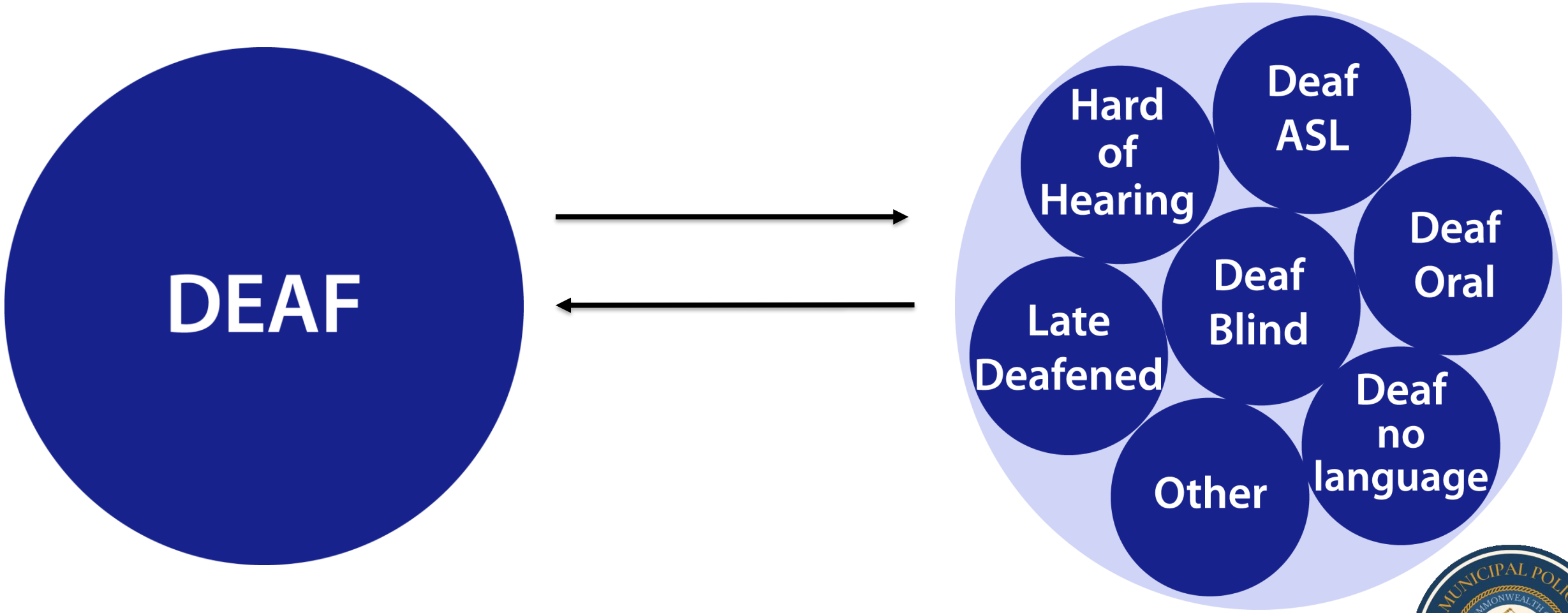
- USE THESE:
  - Deaf
  - Hard of Hearing
  - Deaf/Blind

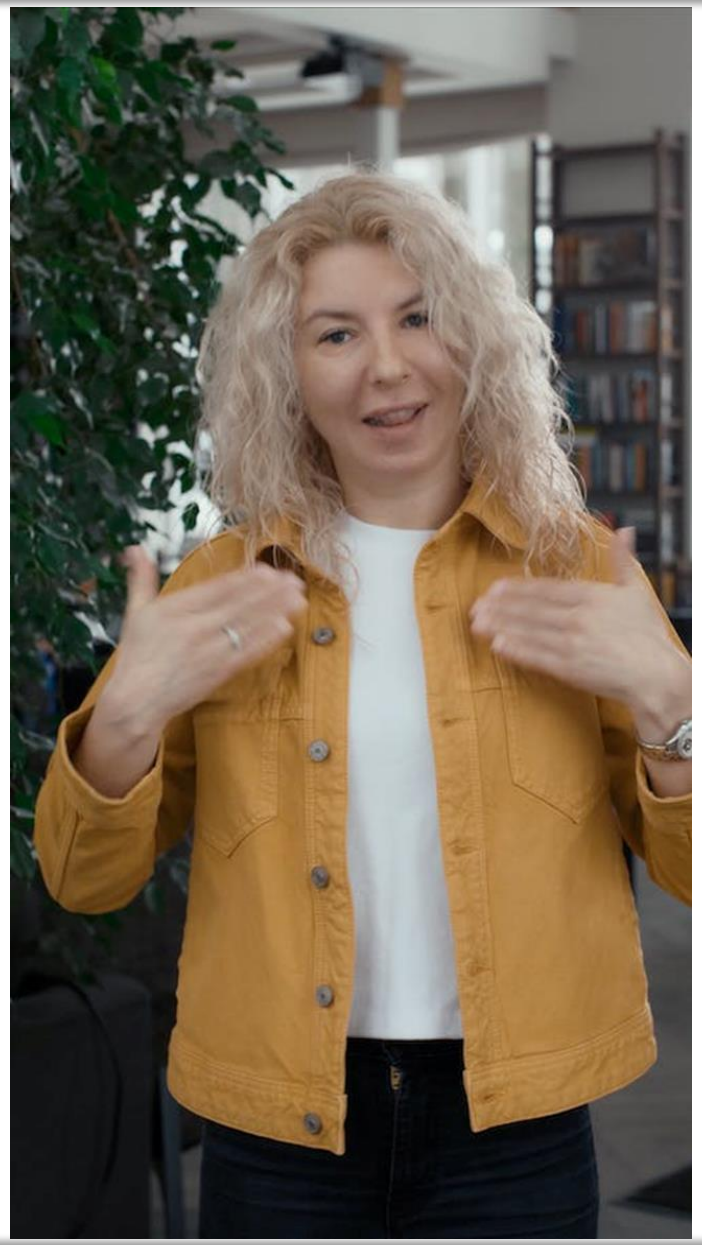


- NOT THESE:
  - Deaf & Dumb
  - Deaf Mute
  - Hearing Impaired



Perception vs Reality





Deaf

Deaf/HH Concerns

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NEWS

Body cam video shows San Marcos police used stun gun on deaf man in 2019

by: Sarah Al-Shaikh
Posted: May 25, 2023 / 07:00 AM CDT
Updated: May 25, 2023 / 09:16 AM CDT



Kelley said he sustained multiple injuries after getting tased by San Marcos police (Photo: Rebecca Webber)

SHARE

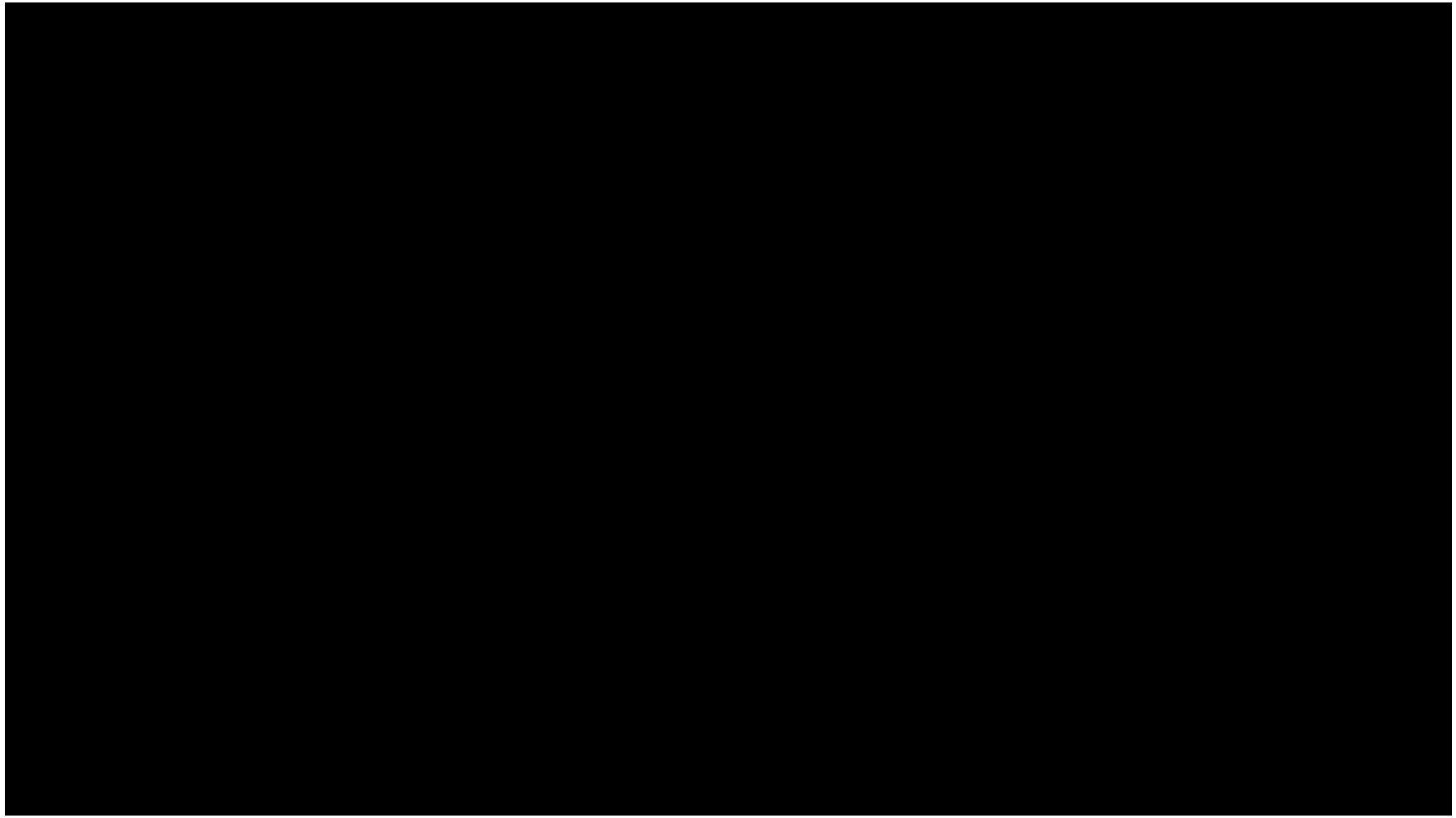
SAN MARCOS, Texas (KXAN) — Four years ago Thursday, San Marcos Police used a stun gun against a deaf man after they responded to a call of a physical disturbance.

dropps
Change begins with a single dropp.

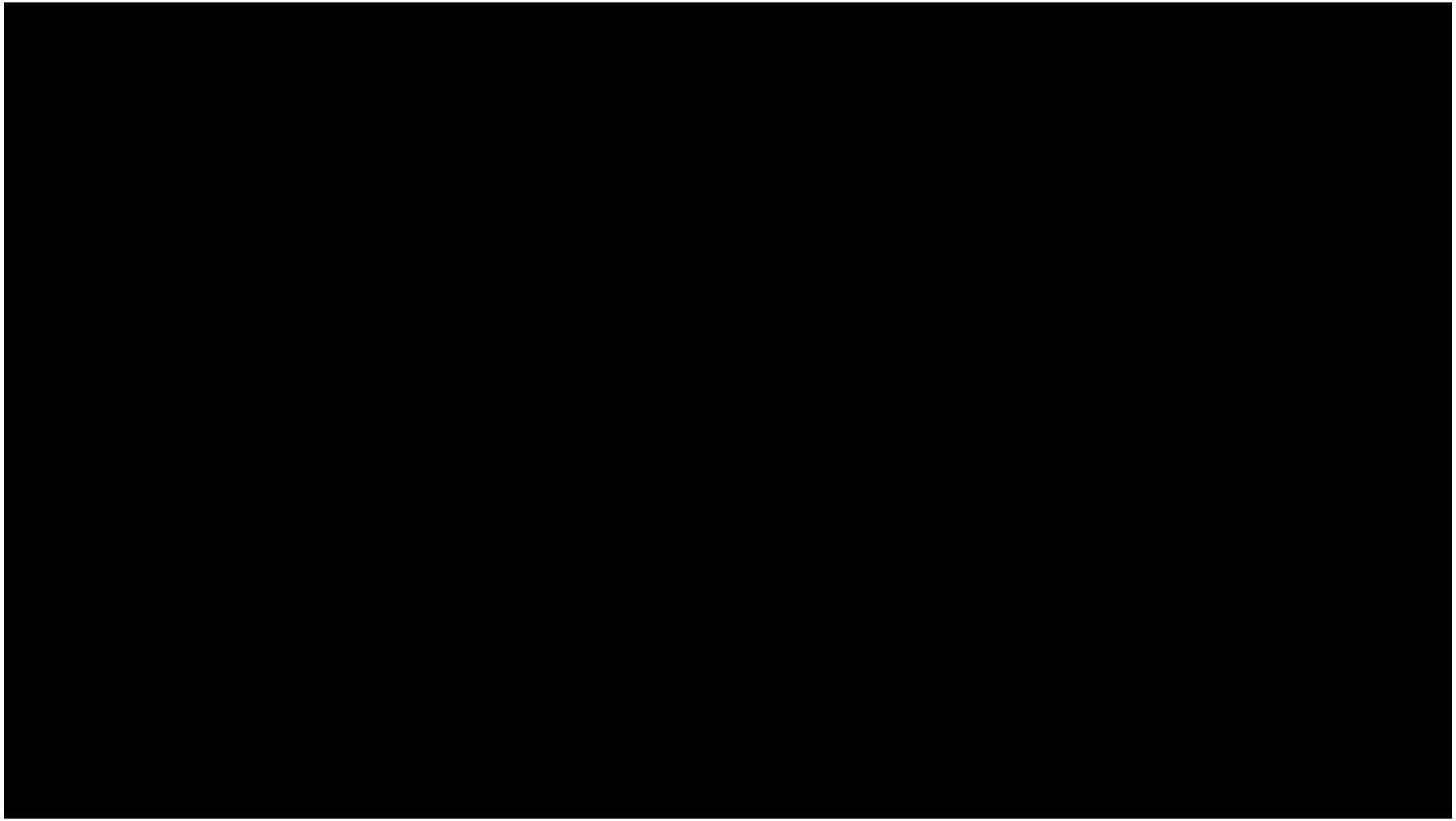
Video- Argument



Video- Deaf Culture Explained



Video- Cultural Behaviors



Video- Cultural Behaviors II



ASL, CDI & DeafBlind Interpreters



MCDHH Referral: Request an interpreter

Video- Interpreting for DeafBlind Individuals

MCDHH can also refer Interpreters who specialize in different methods of working with DeafBlind individuals.

In the following video clip of a Spectrum News 1 feature, you'll see an example of Protactile Interpreting for Ashley Hayes, a DeafBlind Actor with the DeafWest Theater company.

In the clip, Ashley's Interpreter, Erin Sanders-Sigmon uses touch, hand-over-hand, and close proximity to communicate.



Video Relay Service



Photo used courtesy Sorenson Communications

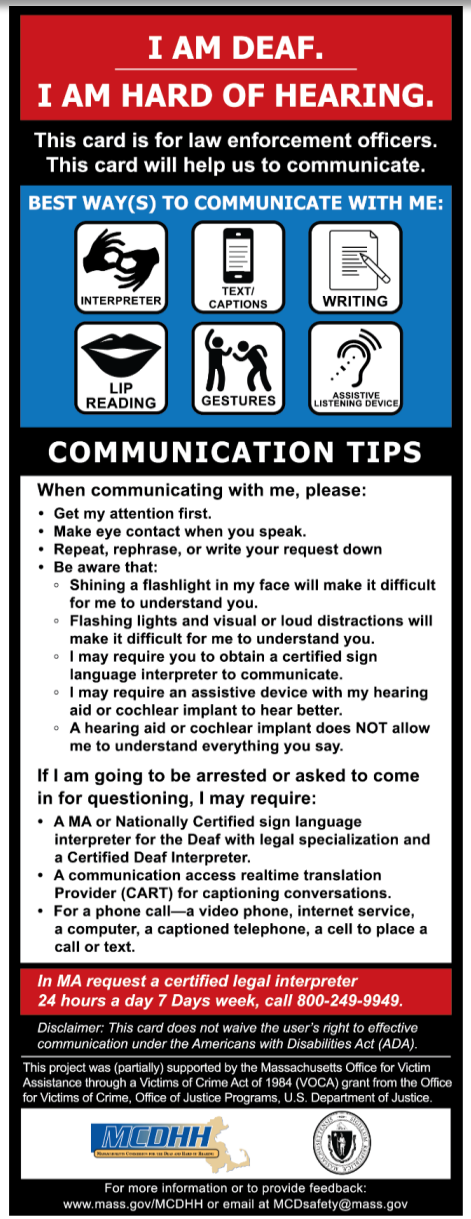
- VRS is provided free of charge by vendors who are regulated, and reimbursed, by the FCC. You do not need special equipment to place a call to a Deaf person, just dial the phone number they have provided you with.

Video Remote Interpreting









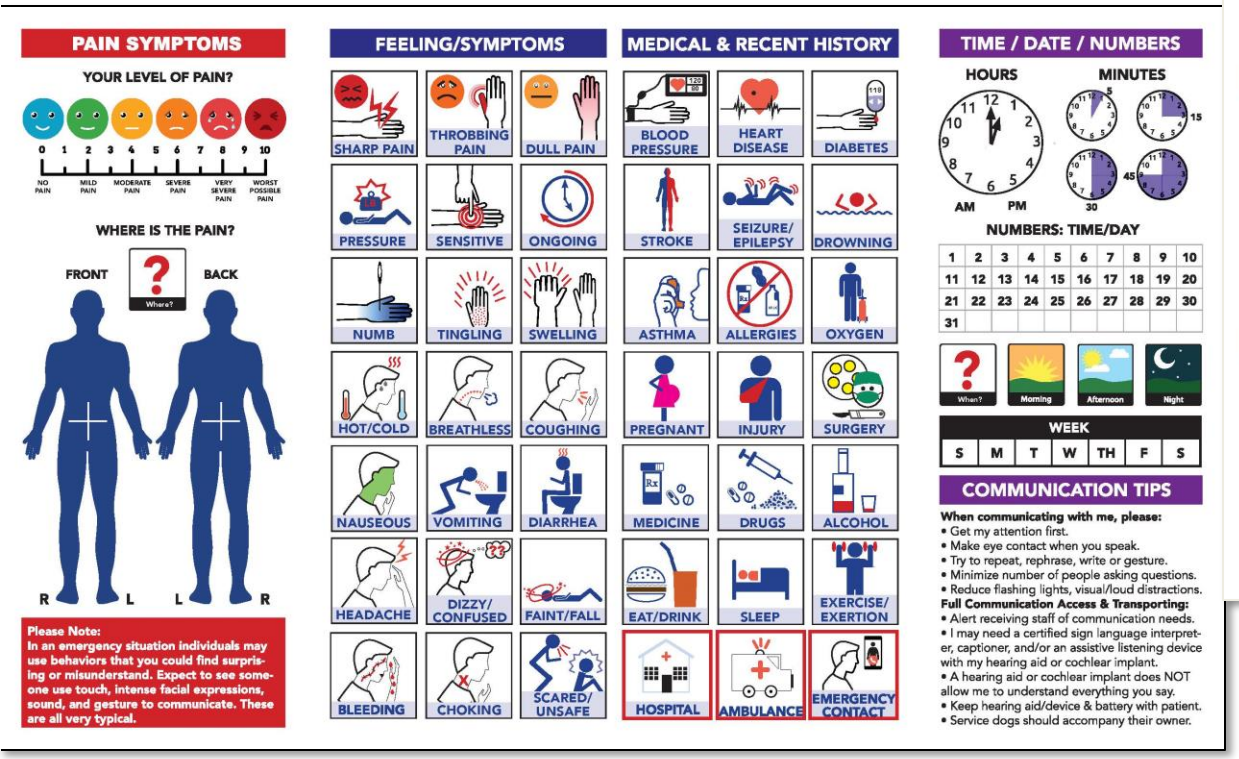
Visual Tools

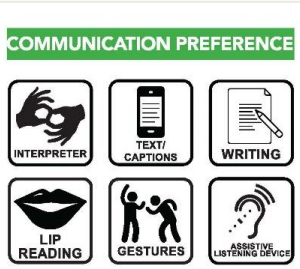


Video- Traffic Stop



DFS/EMS Visual Tools



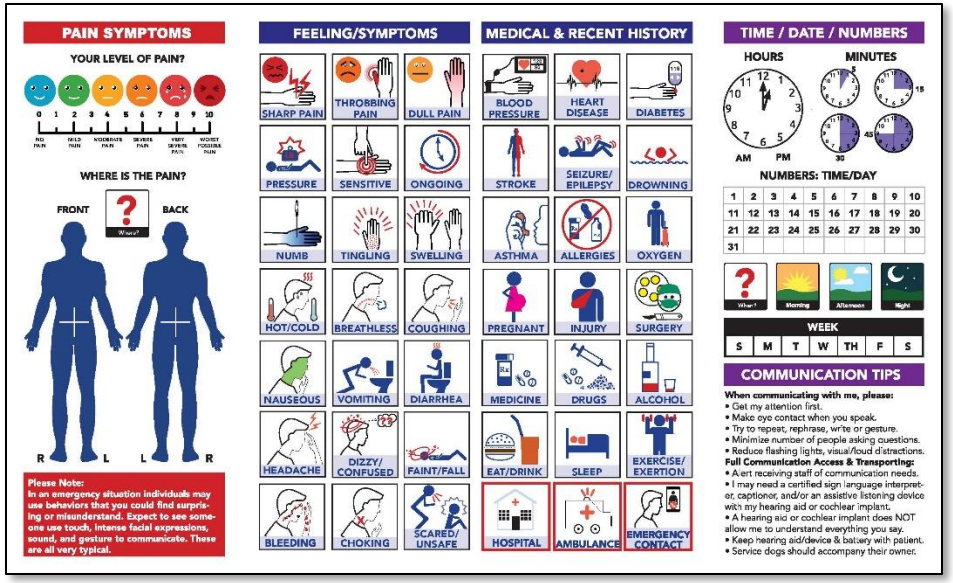


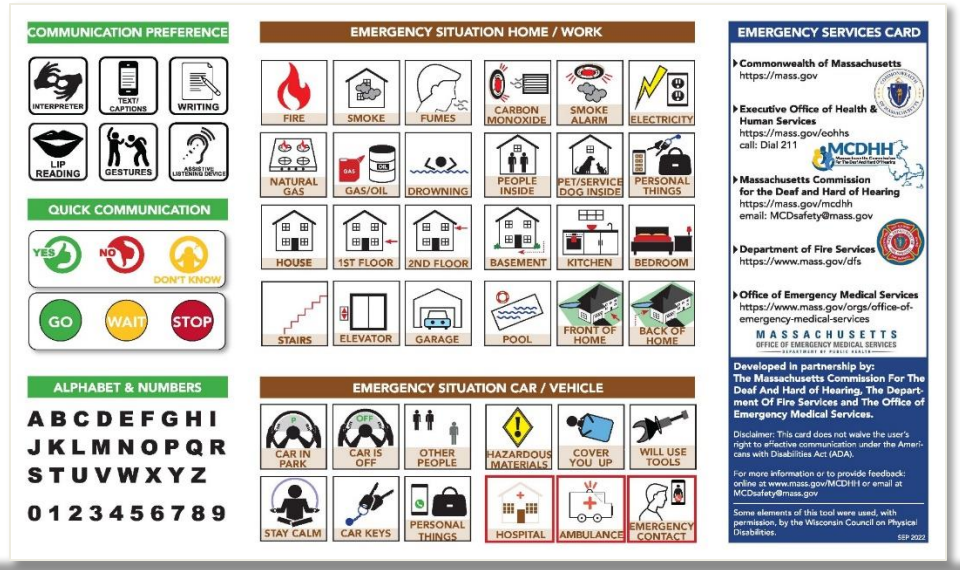




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MUNICIPAL POLICE TRAINING COMMITTEE
COMMONWEALTH OF MASSACHUSETTS

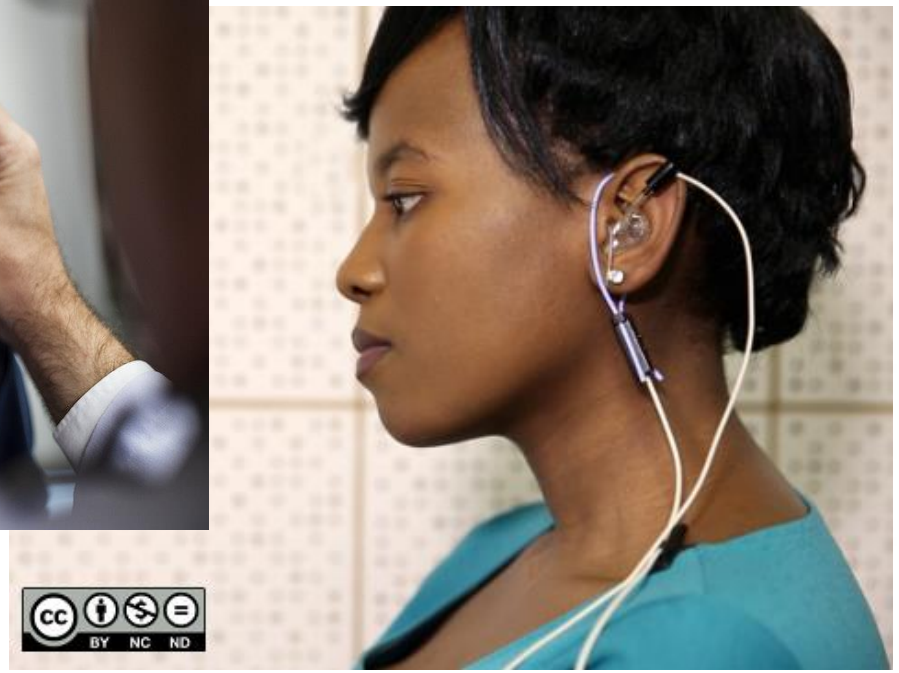

PAIN SYMPTOMS
YOUR LEVEL OF PAIN?
WHERE IS THE PAIN?
FRONT
BACK
Please Note:
In an emergency situation individuals may use behaviors that you could find surprising or misunderstand. Expect to see someone use touch, intense facial expressions, sound, and gesture to communicate. These are all very typical.
FEELING/SYMPTOMS
SHARP PAIN
THROBBING PAIN
DULL PAIN
PRESSURE
SENSITIVE
ONGOING
NUMB
TINGLING
SWELLING
HOT/COLD
BREATHLESS
COUGHING
NAUSEOUS
VOMITING
DIARRHEA
HEADACHE
DIZZY/ CONFUSED
FAINT/FALL
BLEEDING
CHOKING
SCARED/ UNSAFE
MEDICAL & RECENT HISTORY
BLOOD PRESSURE
HEART DISEASE
DIABETES
STROKE
SEIZURE/ EPILEPSY
DROWNING
ASTHMA
ALLERGIES
OXYGEN
PREGNANT
INJURY
SURGERY
MEDICINE
DRUGS
ALCOHOL
EAT/DRINK
SLEEP
EXERCISE/ EXERTION
HOSPITAL
AMBULANCE
EMERGENCY CONTACT
TIME / DATE / NUMBERS
HOURS
MINUTES
AM
PM
NUMBERS: TIME/DAY
WEEK
S M T W TH F S
COMMUNICATION TIPS
When communicating with me, please:
• Get my attention first.
• Make eye contact when you speak.
• Try to repeat, rephrase, write or gesture.
• Minimize number of people asking questions.
• Reduce flashing lights, visual/loud distractions.
Full Communication Access & Transporting:
• Alert receiving staff of communication needs.
• I may need a certified sign language interpreter, captioner, and/or an assistive listening device with my hearing aid or cochlear implant.
• A hearing aid or cochlear implant does NOT allow me to understand everything you say.
• Keep hearing aid/device & battery with patient.
• Service dogs should accompany their owner.

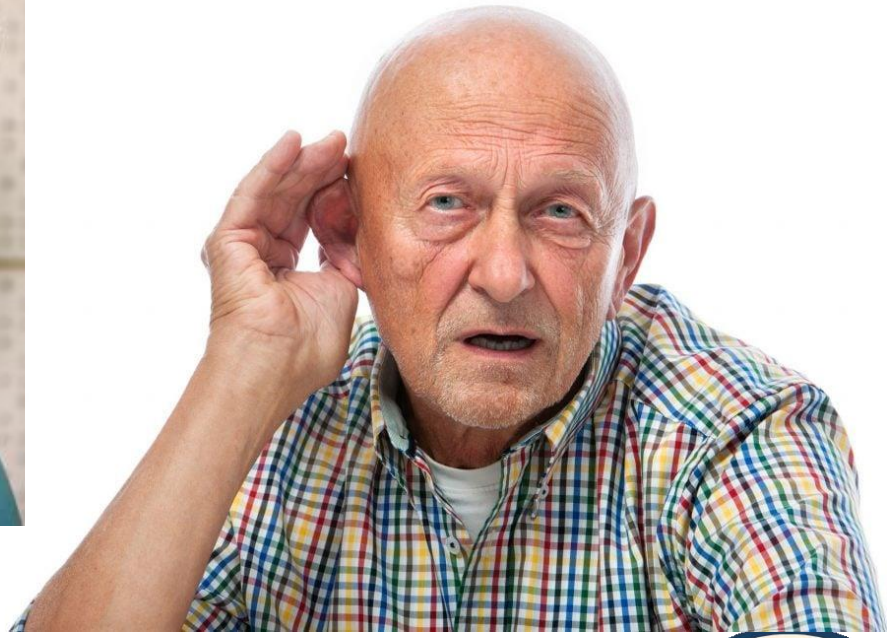

COMMUNICATION PREFERENCE
INTERPRETER
TEXT/ CAPTIONS
WRITING
LIP READING
GESTURES
QUICK COMMUNICATION
YES
NO
DON'T KNOW
GO
WAIT
STOP
ALPHABET & NUMBERS
A B C D E F G H I
J K L M N O P Q R
S T U V W X Y Z
0 1 2 3 4 5 6 7 8 9
EMERGENCY SITUATION HOME / WORK
FIRE
SMOKE
FUMES
CARBON MONOXIDE
SMOKE ALARM
ELECTRICITY
NATURAL GAS
GAS/OIL
DROWNING
PEOPLE INSIDE
PET/SERVICE DOG INSIDE
PERSONAL THINGS
HOUSE
1ST FLOOR
2ND FLOOR
BASEMENT
KITCHEN
BEDROOM
STAIRS
ELEVATOR
GARAGE
POOL
FRONT OF HOME
BACK OF HOME
EMERGENCY SITUATION CAR / VEHICLE
CAR IN PARK
CAR IS OFF
OTHER PEOPLE
HAZARDOUS MATERIALS
COVER YOU UP
WILL USE TOOLS
STAY CALM
CAR KEYS
PERSONAL THINGS
HOSPITAL
AMBULANCE
EMERGENCY CONTACT
EMERGENCY SERVICES CARD
Commonwealth of Massachusetts
https://mass.gov
Executive Office of Health & Human Services
https://mass.gov/eohhs
call: Dial 211
Massachusetts Commission for the Deaf and Hard of Hearing
https://mass.gov/mcdhh
email: MCDsafety@mass.gov
Department of Fire Services
https://www.mass.gov/dfs
Office of Emergency Medical Services
https://www.mass.gov/orgs/office-of-emergency-medical-services
MASSACHUSETTS
OFFICE OF EMERGENCY MEDICAL SERVICES
Developed in partnership by:
The Massachusetts Commission For The Deaf And Hard of Hearing, The Department Of Fire Services and The Office of Emergency Medical Services.
Disclaimer: This card does not waive the user's right to effective communication under the Americans with Disabilities Act (ADA).
For more information or to provide feedback: online at www.mass.gov/MCDHH or email at MCDsafety@mass.gov
Some elements of this tool were used, with permission, by the Wisconsin Council on Physical Disabilities.
SEP 2022

QR Download

Hard of Hearing

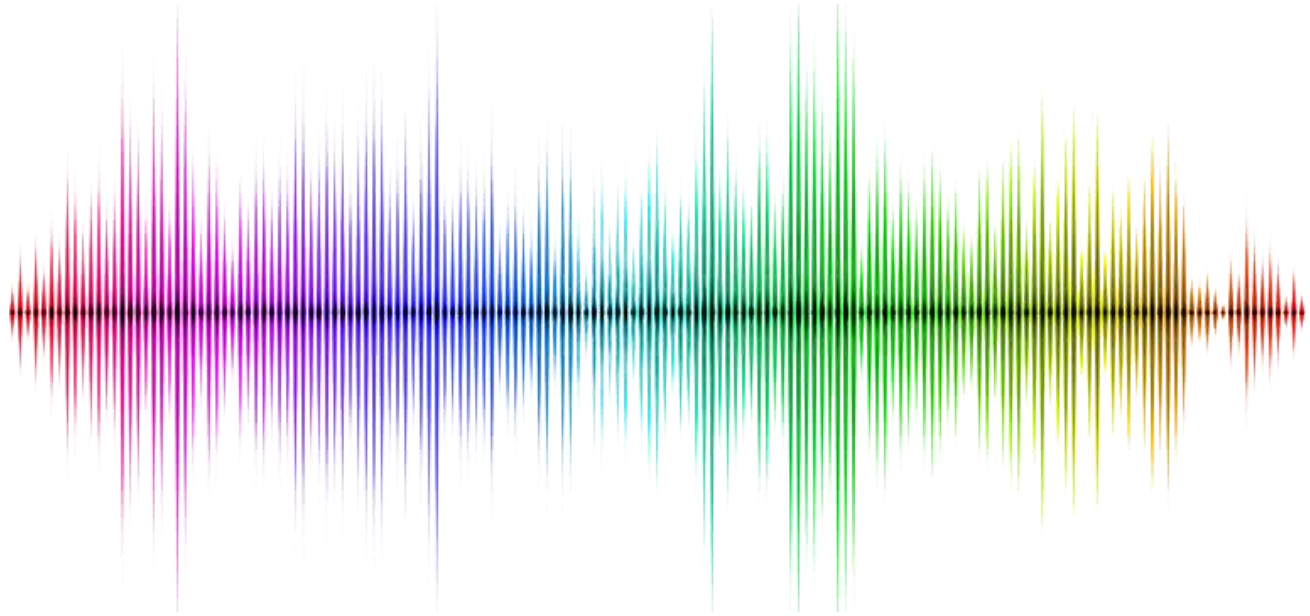






Causes of Hearing Loss

- Workplace Exposure
- Music - concerts, ear buds
- Trauma
- Medication
- Genetics
- Aging
- Sudden Hearing Loss
- Unknown



Hearing Aids



- Hearing Aids amplify sounds but do not eliminate background noise. They do not restore hearing
- Hearing aids are very rarely waterproof to any extent and will not survive any 'wet' decontamination; they also require batteries or recharging stations to function

Assistive Listening Devices

- Assistive Listening systems are a great tool for every shelter kit, EMS and PSAP to have several of. They won't work for Deaf or profoundly hard of hearing people, but will help those with mild or moderate losses to hear better.



FM System (wireless)



Hardwired System

Telecommunications

Amplification Phone





Caption Phone



Get information on these phones from the

[State 911 Department Equipment Distribution Program]

Late Deafened



Communication Access Realtime Translation (CART)





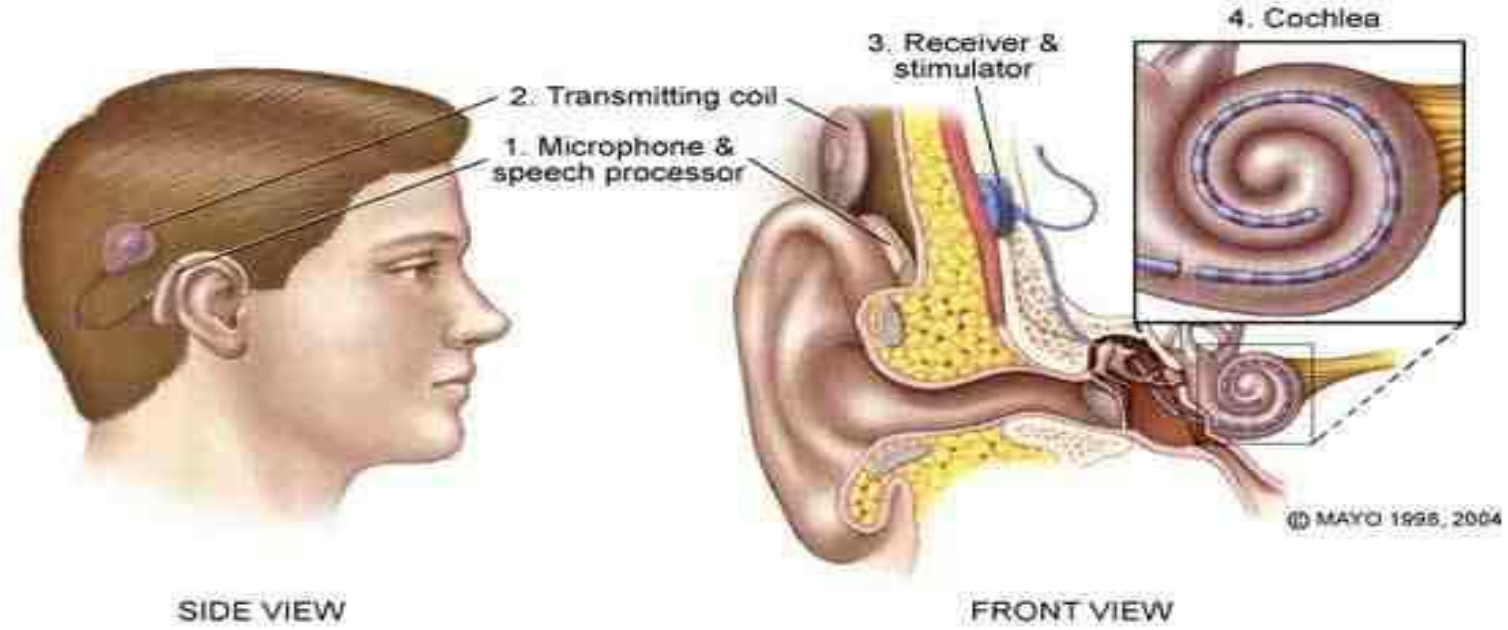
Video- Communication Access Realtime Translation (CART)



Video- Automatic Speech Recognition (ASR)



Cochlear Implants



- **Medical Treatment Info:** Cochlear Implant recipients with older implants may have restrictions on MRI's.
- **Self Identify:** Since external components may have been lost in an emergency, check for an I.D. card or emergency medical bracelet.

Spotting Hearing Loss

- Person indicating by pointing to ear
- Shaking head “no” indicating they don’t understand
- Showing a confused look or “furrowed brow”
- Nodding “yes” and agreeing to everything – ask questions
- Speaking very loudly
- Remaining silent unexpectedly
- Answering off tangent



Video- Communication Tips



Communication Tips

- Face the person when speaking, keep eye contact & communicate with person, not interpreter or acquaintance
- Make sure the area is well lit, but avoid bright light behind you
- Minimize distracting lights, sounds and activity
- Don’t cover your mouth
- Minimize the number of people asking questions
- Don’t yell or over exaggerate speech
- Watch for mirroring visual cues or “bluffing”. Individuals may understand less than you think and/or misunderstand you.
- Don’t forget to use gestures or visual tools/cues.
- Pass along information as you pass along the individual to another Officer, an EMT, to the Hospital, etc.



Video- Police Considerations: Left Out of the Conversation



Police Considerations

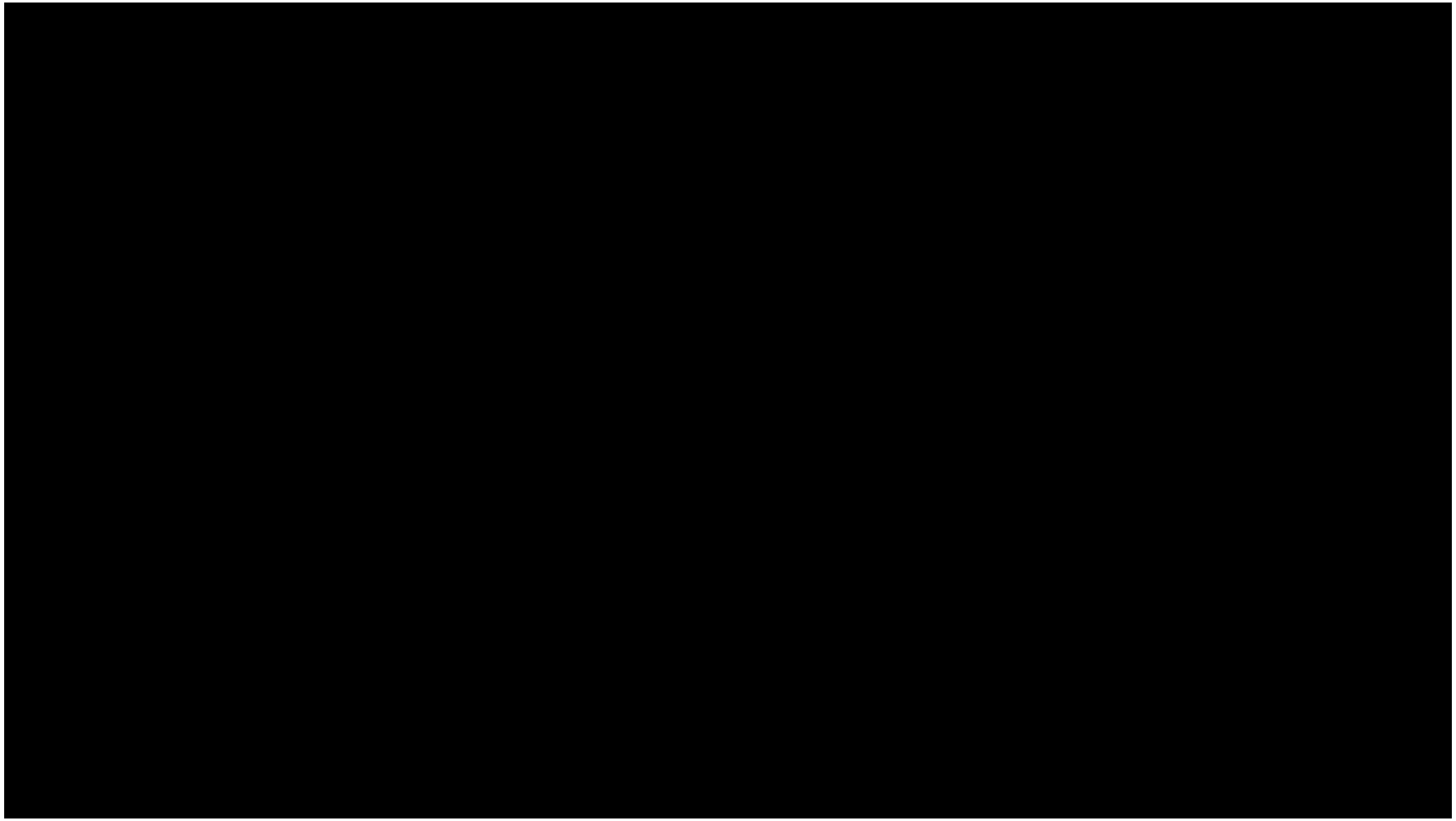
- A flashlight in the eyes makes it difficult to see your face/read lips
- What looks like failure to comply may simply be a case of not hearing or understanding your instructions face-to-face or via loudspeaker.
- If an arrest is necessary, remember the person can not follow your commands if they can not see or hear you.
- If an arrest is necessary, hand cuffing in back may eliminate any potential communication. Do you have other safe options?
- How will the individual make a call?
- How will you deliver Miranda?
- Do not use family as interpreters.



Video- Arrest with an Interpreter



Video- Arrest without an Interpreter



Video- ASL Signs



Environmental Alerting Devices











Knowledge Check #1

How do we determine the best way to communicate?



Knowledge Check #1

- ASK!!!
- ADA gives considerable weight to the preferences of the individual when determining the most effective accommodation.

Knowledge Check #2

TRUE OR FALSE…

- For communication purposes a culturally Deaf individual will benefit from a hearing aid that amplifies sound?
- A hard of hearing individual will not benefit from an ASL Interpreter for communication?
- CART is only for Deaf people.



Knowledge Check #3

You arrive on scene to an evening traffic accident and learn that the individual is Deaf or Hard of Hearing.

What simple adjustments can we make to improve communication?



Knowledge Check #3

- Face the person when speaking, keep eye contact & communicate with person, not interpreter or acquaintance
- Make sure the area is well lit, avoid bright light behind you
- Minimize distracting lights, sounds and activity
- Don’t cover your mouth, yell or over exaggerate speech
- Minimize the number of people asking questions
- Watch for mirroring visual cues or “bluffing”.
- Don’t forget to use gestures or visual tools/cues.
- Pass along information as you pass along the individual to another Officer, an EMT, to the Hospital, etc.

Knowledge Check #4

How do you obtain an ASL/CDI interpreter or CART?



Knowledge Check #4

- Request a Referral for ASL/CDI Interpreter/CART
- After-Hours Emergency Referral **1-800-249-9949**

Knowledge Check #5

Identify federal and state laws.



Knowledge Check #5

- Americans with Disabilities Act (ADA), Communicating with People Who Are Deaf or Hard of Hearing- ADA Guide for Law Enforcement Officers
- MGL c 221 § 92A

Resources

- **Massachusetts 24 Hour Emergency Legal Interpreter Referral** call 800-249-9949
- **MCDHH Request an interpreter/CART Provider:** https://www.mass.gov/how-to/request-an-interpreter
- **DOJ ADA Guide and LEO FAQ:** https://www.ada.gov/effective-comm.htm & Commonly Asked Questions About the ADA and Law Enforcement | ADA.gov
- **MGL Legal Interpreters:** https://malegislature.gov/Laws/GeneralLaws/PartIII/TitleI/Chapter221/Section92A
- **Disability Indicator Form:** Request a Disability Indicator form for Landline, Wireless and VoIP Consumers | Mass.gov

Resources (cont'd)

- **911 Equipment Distribution Program phones/signalers:** https://www.mass.gov/massachusetts-equipment-distribution-program-massedp
- **Voice to Text App for Android: Live Transcribe** https://play.google.com/store/apps/details?id=com.google.audio.hearing.visualization.accessibility.scribe&hl=en_US; others also exist but there is usually a difference in cost and functionality. Consider multiple language functionality.
- **Voice to Text App On iPhone:** AVA, Otter, other apps under Speech to Text (STT) or automatic speech recognition.

Equipment

- Hear it Better – Massachusetts based vendor of assistive equipment for D/hh individuals
- Diglo, formerly Harris Communications, one of the country's largest vendors, based in Minnesota
- Red Cross of Massachusetts – smoke and carbon monoxide alerting
- Assistive equipment: vibrating & flashing smoke/fire/carbon monoxide alerting devices, doorbells, baby cry alarms, entry sensors and more.

Q & A

- Any questions?
- Any last experiences to share?

Video- Commissioner Thank You



MCDHH Contacts

- We appreciate your time today. Please feel free to contact MCDHH if you have any questions.
  - Jonathan O'Dell, Jonathan.Odell@Mass.gov
  - Zoe RajBhandary, Zoe.g.rajbhandary@Mass.gov

Learning Objective 3

Review the best practices and available resources when communicating with victims of human trafficking.



Victim Centered Approach



- Equal value must be placed on the identification and stabilization of survivors, the investigation, as well as the prosecution of the traffickers.
- Survivors need to feel stable, safe, and secure.

Understanding Vulnerabilities

Reluctant to report or seek services:

- Do not know or understand that they are being exploited, or “trafficked”
- Feel or were threatened
- Complex relationships with their traffickers
- Are addicted to drugs
- Unfamiliar with their surroundings and do not know whom to trust
- Fear law enforcement and other authorities
- Fear retribution and forcible removal or deportation
- Do not know help exists

Understanding Vulnerabilities (con.)

- Substance use disorder
- Debt
- Immigration/documentation status
- Lack of employment opportunities / socioeconomic circumstance
- Language barriers
- Past abuse

Immigration Concerns

- Immigration concerns:
  - Increased fear of immigration enforcement
  - Increased vulnerability for labor trafficking victims

- What can be done?
  - Make referrals to immigration legal services early in the process
  - Understand potential eligibility for U and T visas

T Visas

Each applicant must demonstrate that she or he:

- is or has been a victim of a severe form of trafficking in persons;
- is physically present in the U.S. on account of human trafficking;
- has complied with any reasonable request for assistance in the investigation or prosecution of acts of trafficking in persons and
- would suffer extreme hardship involving unusual and severe harm if removed from the U.S.

U Visas

Each applicant must demonstrate:

- he or she is or has been a victim of a qualifying violent crime;
- he or she has suffered substantial physical or mental abuse related to the crime;
- he or she possesses information about criminal activity;
- the criminal activity occurred in the U.S. or territories or otherwise violated U.S. law;
- he or she has been, is being, or is likely to be helpful in the investigation or prosecution of criminal activity.

General Law c. 258F

The Certification for Victims of Violent Crime and Human Trafficking Law requires:

- ✓ Adoption of a policy by a certifying agency for the completion and signing of U and T visa requests
- ✓ A response within ninety (90) days of receipt of a certification request
- ✓ Annual reporting to the Executive Office of Public Safety and Security (EOPSS)

How to Communicate & Maintain Relationships with Victims

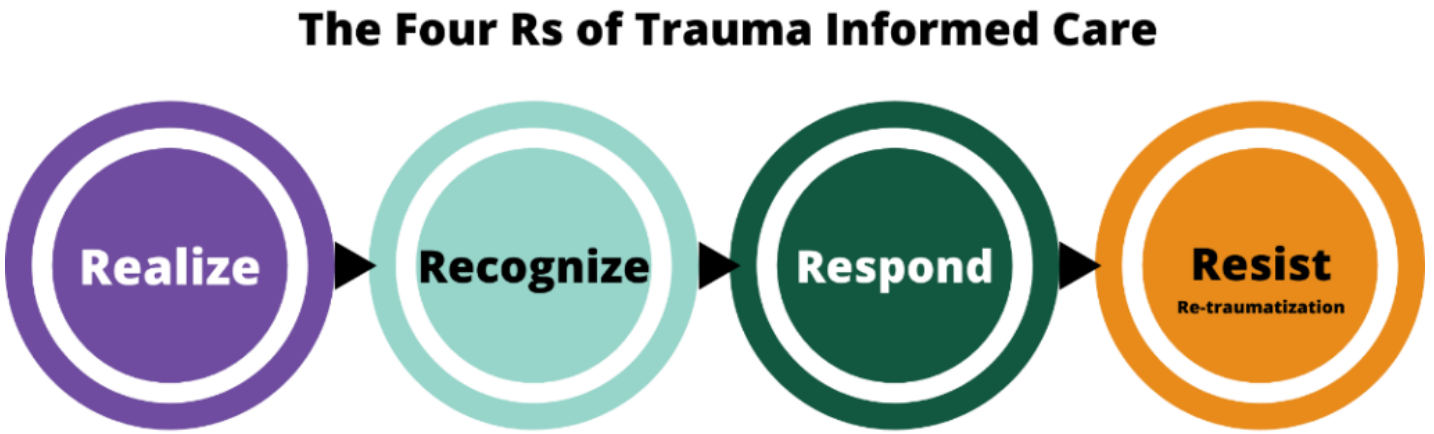
- Use primary or preferred language; translation apps available when texting.
- Reliable communication
- Provide culturally appropriate referrals and resources available to survivors in their community or surrounding area
- Provide opportunities for survivors to be heard
- Validate concerns or thoughts
- Let victims know that their physical and emotional safety is important
- Be transparent about the criminal justice or investigatory process
- Conduct meetings or interviews in a space where survivors/victims feel comfortable and safe
- Let survivors/victims know that they are not in trouble or targets of an investigation
- Encourage victims/survivors to talk freely, we are not passing judgement.

Working with Victims/Survivors

- Pay attention to location
- Interview survivor by themselves or away from potential trafficker/trafficking situation
- Be up front about your role and limits (confidentiality) and do not make promises
- Ask if survivor feels comfortable being interviewed with someone of the same gender
- Understand that trust might take time
- Be careful when engaging about immigration status
- Use interpreter if necessary
- Understand that employee may feel allegiances to the employer or fear the employer/trafficker
- Make appropriate referrals

Trauma

- Consider whether to conduct multiple interviews
- Trauma can affect the amount of details (dates, etc.) that the survivor can recount
- Survivor may need access to mental health professional **first.**
- Survivor may also seek to avoid you or other reminders of the incident due to trauma.



Victim Reactions



Survivors may:

- Fear law enforcement because they may think they are in trouble, or they do not have legal status in the US
- Not identify themselves as a victim
- Not tell a complete story or use rehearsed responses
- Identify with the trafficker

Victim Support

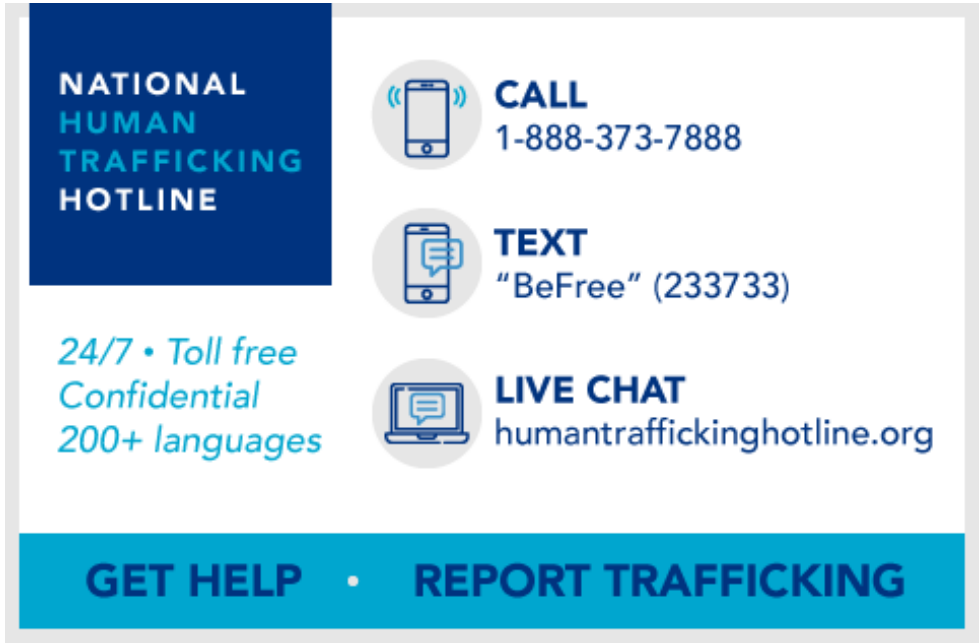
- It is crucial to understand that this behavior is a direct result of the **level of control traffickers hold over survivors**. Therefore, victims need constant support, reassurance, and acknowledgement of their fears.
- Immediately connecting them with a Victim Advocate or Service Provider to assist with whatever their most basic needs are, including immigration concerns is crucial to gaining trust.
- Be patient and provide people with the space they need to process what is happening while they try to regain control of their life.

Multi-Disciplinary Teams

- Trauma informed, victim-centered approach
- Coordinated investigation; different disciplines
- Law Enforcement, prosecution, victim services
- Goal→ streamline efforts; minimize trauma
- Continued contact with the team is important.
- Continued contact with the victim by VWA.
- Services: Needs may evolve during pendency of case.
- Victim's residence may change frequently; common for victims to run in times of stress

Resources in MA

- Volunteers in Medicine
- ROCA SPRINGFIELD
- Health Imperatives
- Amirah
- The Center for Hope and Healing
- Family and Community Resources
- St. Anthony's Shrine- Women's Clinic
- RIA House, Inc (Ready, Act, Inspire)
- Ascentria Care Alliance
- YW Western MA



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