

Gender Violence Services Coordinators (GVSCs) FAQs – Remote and Online Support

The GVSCs will continue to update this page with any potential updates or changes pending further University guidance. As of July 2020, the GVSCs will continue to provide remote services only throughout the summer and Fall 2020 semester.

RESOURCES

- **If you need immediate law enforcement or medical assistance, please call 911.**
- **If you need additional information about resources and support, please visit <https://www.safe.unc.edu>**
- **For University updates related to coronavirus, please visit <https://carolinatogether.unc.edu>**
- **A list of on-campus, Orange County, and national resources providing 24/7 confidential services can be found at the end of this FAQ.**

FREQUENTLY ASKED QUESTIONS

How are the GVSCs providing confidential support remotely for the UNC-Chapel Hill community?

The GVSCs can meet with individuals via phone or video call. For phone calls, we will ask for a number that is safe to reach you at our scheduled meeting time and will let you know what number the call will be coming from. For video calls, we are using Zoom which is available for free to members in the UNC-Chapel Hill community. The GVSCs are implementing several measures to provide the most security we can and encourage individuals to login to Zoom through the UNC Single Sign-On page: <https://software.sites.unc.edu/zoom>

How are the GVSCs providing accompaniment?

The GVSCs will schedule a phone or video call to prep for, attend, or debrief any meetings with campus resources. The GVSCs are working with the Equal Opportunity and Compliance (EOC) Office, UNC Police, and other campus resources to coordinate remote services so the GVSCs can be a part of any meeting an individual would like us

to join. We will work to address any in-person accompaniment needs on a case-by-case basis.

What if I don't have a private space or technology to meet with a GVSC by phone or video call?

If you need access to a private space on campus or technology for a phone or video call with the GVSC, please let us know when we're scheduling and we'll coordinate a space and technology.

Can the GVSCs still help connect individuals to resources on-and off-campus?

Yes! The GVSCs are staying up to date on how campus and community resources are operating and are happy to help connect individuals to support they need.

Are you all still hosting drop-in hours in the LGBTQ Center?

The GVSCs will not be holding drop-in hours during the Fall 2020 semester. We will reassess for the Spring semester and updates will be announced on our website.

How can I schedule a meeting with a GVSC?

Individuals may email gvsc@unc.edu. Please note that email is not a secure method of communication and confidentiality cannot be ensured by email communication. You do not need to disclose any sensitive information about your experience via email in order to schedule a time to meet.

Individuals may also call 919-962-7430 (Holly) or 919-962-1343 (Kayla) to schedule a meeting. If you reach our voicemail and would like us to return your call, please leave a voicemail which includes a number that's safe for us to use to return your call.

What if I don't feel safe where I'm currently residing?

If individuals are in immediate danger and need law enforcement assistance, please dial 911.

If individuals do not feel safe in their current location, we encourage them to connect with a confidential resource to safety plan and think through ways to maximize their safety in areas of their life that might be impacted right now. The National Domestic Violence Hotline has more information about safety planning here: <https://www.thehotline.org/help/path-to-safety/>

The following resources can help with safety planning and we've included their contact information at the end of this FAQ:

- The Gender Violence Services Coordinators
- Compass Center
- Orange County Rape Crisis Center
- RAINN The National Sexual Assault Hotline
- The National Domestic Violence Hotline

What if I'm finding it tough to wear a mask as a victim/survivor?

We validate it may be challenging for victims/survivors to wear a mask and the impact may show up in a variety of ways as individuals try to navigate wearing a mask in different spaces and contexts.

We really appreciate the following information and ideas shared by The Survivors Trust UK:

For some victims/survivors, wearing a mask can trigger memories of abuse, such as the feeling of having a hand covering your mouth or your face pushed into a pillow. They can also make individuals feel claustrophobic which can trigger fears of having a panic attack or losing control of your breathing.

- **Practice wearing a mask at home.** If wearing a mask in public has been particularly triggering for you, try practicing wearing one at home or in environments where you already know you feel safe. Take the time to get used to how the mask feels on your face. This will make you feel more prepared and relaxed for when you might have to wear the mask in less familiar or more stressful situations.
- **Find the right mask.** Some masks fit better than others depending on the size and shape of your face. If you can find a mask that is comfortable and doesn't irritate you, this may help you stay relaxed in public.
- **Get creative.** If you feel uncomfortable wearing a mask, you could consider wearing a scarf or handkerchief over your mouth instead. Although the feeling is similar, it may be less restrictive and more familiar if it is an item you've owned for a long time. You could even make your own mask with a fabric that makes you happy and feels comfortable on your skin.
- **Make it smell good.** If there is a particular smell that you find relaxing, such as lavender, invest in a pillow spray that you can lightly spray a fabric mask with 20 minutes before you need to use it. That way, by the time you come to wear the mask, the smell won't be overpowering but just enough to relax your senses and keep you grounded.

- **Ask for support.** If you have trusted friends and loved ones who know what you have been through, ask for their support. This might look like going for practice walks in the mask with you, going with you to the shop to support you, or helping you to find the right mask for you.
- **Keep grounding techniques in mind.** If you feel triggered when you are out in public, whether this is due to masks or being overwhelmed by busy places, try considering grounding techniques. These can be small practices such as breathing mindfully or using positive coping statements that help you connect with the present and calm you.

What are some ways to practice self-care right now?

Self-care is going to look different for everyone. For some, self-care they've practiced before might be helpful now and for others, they might need to explore new self-care strategies. Some may be seeking self-care in response to their trauma, others might be considering the impact of coronavirus, and others might be needing self-care to address the intersection and layers of these different experiences. We encourage individuals to connect with their personal and professional support networks throughout this time.

Here are a few resources that might be helpful to consider in figuring out what self-care looks like for you:

- ["Coronavirus: How to protect your mental health"](#)
- ["Taking Care of Your Mental Health in the Face of Uncertainty"](#)
- ["40 Top Self-Care Tips for Being Stuck at Home During the Coronavirus Pandemic"](#)
- ["Recovering from Sexual Violence"](#)
- ["What is Self-Care?"](#)

The following resources are continuing to provide free, confidential 24/7 support:

- **On-campus**
 - **Counseling & Psychological Services (CAPS):** <https://caps.unc.edu>
 - 24/7 helpline: 919-966-3658
 - Visit caps.unc.edu for information about initial and scheduled appointments
- **Orange County**
 - **Orange County Rape Crisis Center (OCRCC):** <https://ocrcc.org>
 - 24/7 helpline: 866-935-4783
 - Text helpline: 919-504-5211
 - Online chat at <https://ocrcc.org>
 - **Compass Center:** <https://compassctr.org>
 - 24/7 helpline: 919-929-7122

- **National Resources**
 - **RAINN The National Sexual Assault Hotline:** <https://www.rainn.org>
 - 24/7 helpline: 1-800-656-4673
 - Online chat at <https://www.rainn.org>
 - **National Domestic Violence Hotline:** <https://www.thehotline.org>
 - 24/7 helpline: 1-800-799-7233
 - Online chat at <https://www.thehotline.org>