

SU CRISIS GUIDELINES REGARDING STUDENTS IN PRIVATE ACCOMMODATION



Compiled by:

Centre for Student Counselling and Development (CSCD)

The following document outlines the guidelines for responding to various crises that may occur within **Stellenbosch University (SU) communities**. It focuses particularly on cases of sexual misconduct, including alleged rape, as well as other trauma-related incidents.

Two SU services play a primary role in supporting and managing these processes:

- The **Centre for Student Counselling and Development (Psychotherapeutic Services) (CSCD)** (37 Victoria Street, Stellenbosch and Side Entrance, Education Building, Tygerberg Campus) deals with crisis interventions for psychological emergencies in collaboration with ER24.
- The **Equality Unit (EqU)** (39 Victoria Street, Stellenbosch) – this unit is not a trauma or crisis support service but a place to report forms of sexual misconduct, assault, harassment and unfair discrimination and/or to access internal SU processes of resolution/discipline/sanction/remedial actions.

The **CSCD** and **EqU** work closely with the **Thuthuzela Care Centres (TCCs)**, namely, the **Stellenbosch TCC/GBV Centre** (referred to as the GBV Centre due to its comprehensive support services) located at *29 Protea Street, Idas Valley, Stellenbosch*, and the **Karl Bremer TCC** situated at *Karl Bremer Hospital, Corner of Mike Pienaar Boulevard and Frans Conradie Avenue, Bellville*.

The TCCs, established under the **National Prosecuting Authority (NPA)**, provide integrated **psychosocial, medical, and legal support** to survivors of gender-based violence (GBV).

For more information on the Thuthuzela Care Centres, please visit:

<https://www.gov.za/TCC>

Please note that the processes below will be running along with the internal processes of the University; they do not replace any of these processes.

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1. DEFINITION OF TERMS: (Understanding what you might be dealing with)

It is important to understand the different definitions of what might occur. For clear distinction, this document will refer to a survivor and a perpetrator (instead of a complainant and respondent).

The following are various forms of sexual misconduct:

- **Rape:** unlawful sexual intercourse or any other sexual penetration of the vagina, anus, or mouth of another person, with or without force, by a sex organ, other body part, or foreign object, without the consent of the survivor.
- **Sexual assault:** includes sexual acts that do not involve penetration (such as groping, for example).
- **Sexual harassment:** Sexual harassment thus covers a broad spectrum of unwanted behaviour, including the following:
 - **verbal** harassment, such as unwelcome enquiries regarding a person's sex life, telephone calls with a sexual undertone, continuous rude or sexist jokes or remarks, jokes with sexual innuendo, unwelcome requests for dates, and remarks about a person's figure.
 - **nonverbal** harassment, such as leering, gestures with a sexual meaning, and persistent unwelcome flirtation.
 - **visual** harassment, such as displaying pornographic photos, comics, objects, etc that create a hostile environment.
 - **physical** harassment, such as unwelcome contact through patting, pinching, fondling, kissing, pawing, assault, molesting, and rape; and
 - **Quid pro quo** harassment, such as sexual bribery (e.g. promising a promotion in return for sexual favours) and sexual extortion (e.g. refusal to promote people if they do not consent to granting sexual favors).

2. PRACTICAL STEPS ON HOW TO DEAL WITH SPECIFIC INCIDENTS

2.1 How to assist a student who has been raped

To access trauma support for the survivor:

- **Office hours** (08h00 until 16h00 on weekdays) please phone **CSCD: 021 808 4994/4707, Stellenbosch Campus;** and **021 927 7020, Tygerberg Campus.** The Centre has someone on crisis duty every weekday during office hours. You can also email supportus@sun.ac.za or visit 37 Victoria Street for assistance.
- **After hours** (16h00 until 08h00/weekends/public holidays) please phone **ER24: 010 205 3032.** Stipulate that trauma counselling is requested. If it is also a medical emergency, you should also request an ambulance (*please note that if a student is transported to hospital by an ambulance, the student will be billed by ER24*). ER24 will manage the situation and report back to CSCD. The ER24 trauma counsellor will arrange to assist the survivor face-to-face as soon as possible. While you are waiting for ER24 to arrive, you can speak to the ER24 Call Centre for guidance on how to support the survivor in the meantime. The ER24 trauma counsellor can accompany the student throughout the process of going to the Thuthuzela Care Centre (TCC) or police if needed.
- **Stellenbosch GBV Centre/Thuthuzela Care Centre (TCC)** can also be contacted directly. They are open 24 hours:
 - Stellenbosch: 29 Protea Street, Idasvalley, Tel: 063 238 4280, as well as
 - Tygerberg: Karl Bremer Hospital, Corner Mike Pienaar Boulevard & Frans Conradie Avenue, Tel: 021 948 0861, Bellville.

If the survivor is in any immediate danger (the alleged perpetrator is still around and needs physical protection), please contact Campus Security immediately on 021 808 2333.

Inform the CSCD or ER24 of all parties (i.e. friends and student leaders) who have been involved in order for the CSCD to be able to offer debriefing support to those students as well (should they request it).

Please note the duty to report that falls on the person who was informed of the sexual offence according to the **Sexual Offences and Related Matters Amendment Act, 2021** regarding **female students 24 years and younger**.

2.2 Important Context to keep in mind when assisting someone who has been raped

Medical care and psychological support are essential, and the appropriate management of these incidents is crucial. Therefore, students should be referred without delay to the Centre for Student Counselling and Development during office hours / ER24 after-hours or the nearest TCC/ BV Centre.

Post exposure prophylaxis (PEP) should be commenced within the first few hours of an incident and is **not effective after 72 hours**. The TCC or another medical service (Provincial Hospital / Medi-Clinic / Private GP) can provide the emergency medication/treatment (the morning-after pill, antibiotics, and possibly ARV's).

Forensic evidence that is needed for the prosecution of the perpetrator has to be obtained **within 72 hours** after an incident to be of any use. In case they might lay a formal complaint with the police, the survivor should be encouraged not to shower, if possible. Anything that may contain evidence, such as clothes, should be stored in a paper bag/wrapped in newspaper and **not** plastic. Alternatively, a cotton pillowcase could also be used.

The utmost sensitivity is necessary when assisting a rape survivor. **Do not force** the person to do/say or refrain from doing /saying anything.

Treat all information pertaining to the incident confidentially and re-assure the survivor regarding the confidential management of information. Be very clear about what information you wish to relay to whom, with the explicit permission of the survivor.

Try to limit the number of people involved to only one or two people that the survivor would like to be with him/her during this process.

Keep in mind that rape occurs across the boundaries of gender and sexual orientation. Take everyone seriously who presents with such a complaint.

Try to contain the survivor as far as possible, keep her/him calm, and give her/him basic facts of what will happen and the options he/she has.

2.3 Diagram: Routes

Route 1: If the survivor wants to lay a complaint (forensic evidence)

1. Phone CSCD (office hours) or ER24 (after hours) for assistance. When speaking to the ER24 Call Centre ask for the Trauma Counsellor. If it is a medical emergency too, please ask for the ambulance too.

2. ER24 can accompany the survivor to the TCC (Stellenbosch / Karl Bremmer). The TCC/GBV Centre at Stellenbosch provides a comprehensive service that includes reporting to SAPS as well as medical and counselling services. This is a free of charge service.

Should they choose to, the survivor can also go to SAPS directly to report the case - SAPS will then transport the survivor to the provincial hospital for the forensic medical examination.

If a survivor prefers to make use of private medical services (at their own cost / medical aid), they can also contact Stellenbosch Medi-Clinic for their GBV programme. Medi-Clinic will arrange with SAPS to come to the hospital.

If ER24 is involved, they will ensure the survivor is contained and inform CSCD for follow up interventions.

Route 2: If the survivor does not want to lay a complaint

1. Phone CSCD (office hours) or ER24 (after hours) for assistance. When speaking to the ER24 Call Centre ask for the Trauma Counsellor. If it is a medical emergency too, please ask for the ambulance too.

2. It is still recommended that the survivor make use of the services of the TCC. ER24 can accompany the survivor to the TCC.

The survivor should ideally still be attended to medically for possible injuries as well as post exposure prophylaxis (PEP), etc. This can be provided at TCC, State/Provincial Hospital, Medi-Clinic or a private professional (also depending on your location). The student will receive the necessary medical treatment (PEP, etc) but this process will not be viewed as evidence in a court of law.

If ER24 is involved, they will ensure the survivor is contained and inform the CSCD for follow up interventions

3. Duty to Report (legal duty) Refer to the **Sexual Offences and Related Matters Amendment Act, 2021 regarding female students 24 years and younger:**

The first person whom the survivor (if the survivor is a female student 24yrs and younger) has informed of the offence, must report the matter to SAPS, even if the survivor does not consent.

If this person reporting is a student, please accompany the student to SAPS.

Give details of survivor (Name, ID, contact number)

Note the Incident Report Number

ROUTE 1: Student decides to lay a complaint at SAPS

- If the CSCD (office hours) or ER24 (after hours) is involved/has been contacted, then they will assist the survivor with all of the processes below.
- The survivor can go/be taken to the Thuthuzela Care Centre/Stellenbosch GBV Centre where they provide a comprehensive service, including trauma counselling as well as a forensic procedure and reporting the case to SAPS. Campus Security can possibly assist with transporting the survivor to the TCC. The services at the TCC are free of charge.
- The survivor also has the option to go directly to SAPS to lay a complaint (make a case) and get a case number. A police officer will then accompany the survivor to Stellenbosch Provincial Hospital (the Special Survivor's room), where the District Surgeon will attend to the survivor or the TCC.
- If in Stellenbosch, should the survivors have medical aid and prefer private care, they can also contact the Stellenbosch Medi-Clinic to access their GBV programme. The survivor will then report to Casualties, and the Medi-Clinic will contact SAPS – the service will be rendered at Medi-Clinic tariffs. Please check whether this service is still in place before referring the survivor to Medi-Clinic.

- It is ideal that someone the survivor trusts or the ER24 counsellor accompany the survivor. **Please get the survivor's consent before involving any other people.**
- When someone accompanies the survivor, please wait in the waiting room and do not go into the medical examination room.
- Subsequent to the medical examination (at the TCC or the Hospital), the doctor will give the survivor the necessary medication as well as explain possible side effects. There is also a chance that the doctor would like to see the survivor again for a follow-up. Please make a note when the follow-up appointment is.
- Should there be any student-bystanders, please enquire if they also need counselling. Please ensure that the survivor has the required space and privacy if other students are in the vicinity. On return to the residence, please ensure that the survivor has the necessary support (depending on the need of the survivor).

ROUTE 2: Student decides NOT to lay a complaint at SAPS

- Should the survivor not want to lay a complaint at SAPS, he/she still ideally needs to urgently see a medical professional for assistance. The students can still make use of the TCC, and they will explain the procedure there - the TCC might still do an incident report, but they will discuss this with the survivor.
- Should the survivor want to make use of private services, he/she can be taken to Stellenbosch Medi-Clinic or to a general practitioner of their choice. It is very important that the survivor gets the necessary medication as soon as possible (PEP to avoid HIV/STD transmission as well as possible pregnancy).
- **Please note that if a survivor decides not to lay a complaint themselves at that stage, a forensic medical examination will not be done and should the student decide at a later stage to lay a complaint, there will be no forensic evidence gathered.**
- After the medical examination, the doctor will give the survivor the necessary medication as well as explain possible side effects. There is also a chance that the doctor would like to see the survivor again for a follow-up, please make a note when the follow-up appointment is.
- Should there be any student-bystanders, please enquire if they also need counselling. Please ensure that the survivor has the required space and privacy if other students are in the vicinity. On return to the residence, please ensure that the survivor has the necessary support (depending on the need of the survivor).
- When you have some time, please keep notes about the incident that occurred – it might be necessary to have the information later (name of an alleged perpetrator perhaps, where it happened, etc.). This might be possible evidence that might help the situation later. Do not distribute this information!
- If ER24 was involved, CSCD would have been informed and CSCD will follow up with the student the next working day for trauma counselling. If ER24 was not involved, please contact CSCD the following working day - if the survivor is willing, the CSCD will arrange for trauma counselling with a psychologist/ trauma counsellor.
- If the perpetrator is a student, the Policy on Unfair Discrimination and Harassment guides us on the route to follow here. This Policy indicates that sexual harassment, sexual assault, etc. should be centrally coordinated by the Equality Unit. From here, a referral will be made to Student Discipline, if necessary; otherwise, a restorative justice approach will be followed by the Equality Unit, if applicable. Counselling for the students involved will continue. **This remains the student's decision.**
- Possible suggestions regarding communication to the specific student community can include – (a) Informing students that a crisis has taken place, (b) That the survivor is receiving the necessary support – whether medical or psychological, (c) all affected students can be accommodated in terms of debriefing – please arrange with CSCD (office hours) or ER24 (afterhours).

3. REPORTING ON THE MATTER

3.1 Duty to report (legal duty):

Even if the survivor does not want to lay a complaint with SAPS, the person it was first reported to, has a duty to report:

Refer to Act: **Sexual Offences and Related Matters Amendment Act, 2021** (see attached Addendum)

- First person whom survivor has informed (even if it is a student) must report to SAPS
- Where possible please accompany if it is a student who has the duty to report to SAPS
- Give details of survivor (Name, ID, contact number)
- Get Incident Report number

3.2 Reporting within the institution

- If the survivor gives permission, the incident can be reported to the Director: CSCD – only basic nature of the incident – for possible follow-up for the alleged survivor and other affected students coming to the CSCD for counselling. If the survivor does not want their name and details disclosed it will still be useful to inform the CSCD so that the Centre can take note of students reaching out for support.
- If the survivor gives permission, other role players may be contacted (e.g. Equality Unit) but the ER24 Counsellor/CSCD practitioner will guide the student with this process, if they were involved;

Only contact parents/guardians with the permission of the survivor. (Please be careful in terms of communicating to parents/guardians regarding these matters)

Please note: for internal policies to apply to students, students should be SU registered students. Should one of the parties not be a registered SU student, a case at SAPS should be made (should the student want to take it further).

Should the survivor reach out for comfort, please determine whether the survivor is supported by a psychologist at CSCD or otherwise encourage her/him to attend counselling. This should still be the survivor's own choice.

Should the survivor require an urgent appointment in such circumstances, please encourage them to email supportus@sun.ac.za/phone 021 808 4994 (indicating it is a crisis) during office hours or phone ER24 after hours.

3.3 Reporting sexual misconduct to the Equality Unit

- A complaint of sexual misconduct (means behaviour towards, or communication with, another student in a sexually inappropriate manner, harassing, coercive, or violent) must be brought to the Equality Unit's attention as soon as reasonably possible.
- The e-mail address unfair@sun.ac.za can be used to lodge a complaint with the Equality Unit unofficially by other role players. As mentioned in the steps of an alleged rape, please only report the basic nature of the incident, as well as stating that it was a female/male student and which residence(s) were involved. No other biographical details, please.
- Official complaints must be lodged in person by the complainant/survivor at the Equality Unit.
- The matter will be handled **ethically and confidentially as far as possible**, to honour the dignity of those involved.
- Please note, for internal policies to apply to students, students should be SU-registered students. Should one of the involved/affected parties not be a registered SU student, a case at SAPS should be made (should the survivor want to take it further).

4. Supporting students who experienced other trauma

- Trauma can include the death of a loved one (whether it is sudden, unexpected, violent or due to a long illness), the end of an important relationship, natural disasters (fire, hurricane, flood), community violence (shooting, mugging, burglary, bullying), being in a car accident or witnessing an accident, political violence, serious injury, major surgery or a life-threatening illness.
- **During night-time** (16h00 until 08h00) please phone ER24 for assistance (010 205 3032). ER24 will manage the situation and report back to CSCD.
- While you are waiting for ER24 to arrive, you can speak to ER24 to get information on how to deal with the person.
- **During day-time** (08h00 until 16h00) please phone CSCD for assistance (supportus@sun.ac.za / 021 808 4994) at Stellenbosch Campus. Tygerberg Campus please phone (021 927 7020)
- If the affected student is in any immediate danger, please contact **Campus Security immediately** (Stellenbosch: 021 808 2333 / Tygerberg: 021 938 9507).
- If ER24 was involved, CSCD would have been informed and CSCD will follow up with the student the next working day for trauma counselling. If ER24 was not involved, please contact CSCD the following working day for trauma counselling with a psychologist/ trauma counsellor, if the student requests it / is willing.

5. Procedures relating specifically to suicidal behaviour

5.1 Suicidal Ideation:

- If a student expresses thoughts about suicide and not wanting to live, contact CSCD during office hours and ER24 after hours. When talking to the ER24 call centre, request the services of a trauma counsellor. Make sure that the Trauma Counsellor has the necessary details e.g. telephone number and the location of the student, in order to reach out to the student.

5.2 Suicide Attempt:

- A suicide attempt will also fall under the category of a medical emergency, and such a student might need medical attention urgently.
- Phone ER24 (010 205 3032) and ask for an ambulance – Please note that the cost of an ambulance will be for the student's bill, so if the student is not on medical aid/does not have access to funds, the Metro Ambulance services must be requested (phone 10177).
- While you are waiting for the ambulance, you can talk to one of the operators at the Call Centre for guidance on how to support the student.
- If possible, try to ascertain what the student did, drank/consumed and if there is any evidence (eg pill cartons, empty containers, etc) hand it over to the paramedics.
- If the student does not require medical treatment, contact CSCD during office hours (021 808 4994 / supportus@sun.ac.za) or after hours ER24 (010 205 3032) and request counselling for the affected student. Also please encourage the students to make use of the services of the CSCD for follow-up support.
- If the student refuses help from CSCD and ER24, and there is concern that the student is still at risk, please contact CSCD / ER24 for guidance. If a student is a risk to themselves or others, a parent / person responsible for the student, can be contacted without their permission, to ensure the student's safety.
- Do not disclose any information about the incident to anyone else, without the student's consent. Please handle it with confidentiality and sensitivity.

5.3 Successful Suicide:

- If a student is found who has successfully committed suicide, **the police must be phoned immediately.**
- Keep the area clear, as it is a crime scene.
- **Campus Security** (Stellenbosch Campus: 021 808 2333; Tygerberg Campus: 021 938 9507,) can also be informed to assist in securing the area and advising.
- Also contact **ER24 after-hours** (021 205 3032) or CSCD during office hours if any student-bystanders have been affected and need support.
- Please inform the University by way of the Director, CSCD (021 808 4707/supportus@sun.ac.za) on Stellenbosch Campus and, if a Tygerberg Campus student is involved, also inform the Manager: Student Affairs, Tygerberg Campus at 021 938 9461.

6. Students doing practical training off Campus, e.g. Distributed Clinical Training Platforms

ER 24 is also available to students that are based on the distributed clinical training platforms or doing practical training elsewhere. In case of sexual assault, students should also report to the nearest police station and or closest Thuthuzela centre/provincial hospital for treatment.

Please see the details of the list of Thuthuzela Centres below:

Contact numbers for Thuthuzela care centres in Western Cape

George TCC George Provincial Hospital, Davidson Road, Glen Barrie, George	Tel: 044 873 4858 Fax: 044 873 6748 Email: vezasiea@yahoo.com
Karl Bremer TCC Karl Bremer Hospital, Corner Mike Pienaar Boulevard & Frans Conradie Avenue Bellville	Tel: 021 918 1321 Fax: 021 918 1341
Khayelitsha TC Khayelitsha Hospital Khayelitsha Community Health Centre Lwandle Road, Site B, Khayelitsha	Tel: 021 360 4570 Email: boni.mogale@gmail.co
Mannenburg TCC GF Jooste Hospital, Duinefontein Road, Mannenburg	Tel: 021 699 0474
Stellenbosch TCC / GBV Centre 29 Protea Street, Idasvalley, Stellenbosch	
Worcester TCC Worcester Hospital, Murray Street, Worcester	Tel: 023 348 1294 Fax: 023 342 265 Email: worcestertcc@gmail.co
Wesfleur TCC Wesfleur Hospital, Wesfleur Circle, Atlantis	Tel: 021 571 8043 Fax: 021 572 4420 Email: tccatlantis@gmail.com