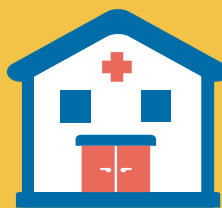


# CRISIS PROTOCOL

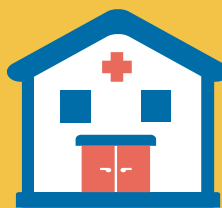
for **CREW** = **C**ommunity  
**R**esponse **E**ngagement  
for **W**ellness





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Contact numbers for Thuthuzela care centres in Western Cape

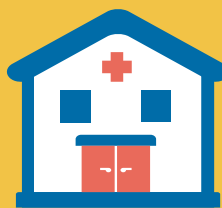
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Addendum A

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Addendum B

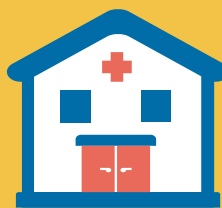
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The following document provides guidelines on how to deal with a variety of crises that might happen at Stellenbosch University (SU) communities. The document will be focusing on dealing with sexual misconduct, incidents (specifically alleged rape) as well as other trauma. The Centre for Student Counseling and Development (CSCD) has two Units that are primarily involved in assisting with these processes:

- The **Unit for Psychotherapeutic Support and Social Services (UPSS)** (49 Victoria Street, Stellenbosch) deals with crisis interventions in collaboration with ER24. The UPSS and ER24 offer therapy and counselling;
- The **Equality Unit** (39 Victoria Street, Huis Simon Nkoli House, Stellenbosch) – this unit is not a trauma or crisis support service but a place to report forms of sexual misconduct, victimization, harassment and unfair discrimination and / or to access internal SU processes of resolution / discipline / sanction / remedial actions.

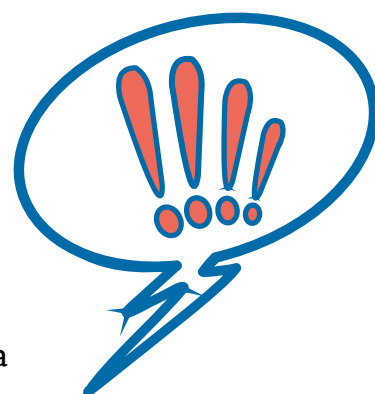
Please note that these processes will be running along with the internal processes of the Centre for Student Communities, it does not replace any of these processes.



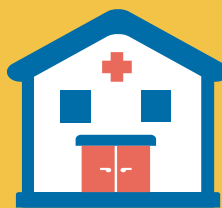
## I. Definition of Terms: Understanding What You Might Be Dealing With

It is important to understand the different definitions of what might occur. For clear distinction, this document will refer to a victim 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 victim.
- **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, et cetera 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 of How to Deal with These Incidents

The practical processes on how to deal firstly with a sexual misconduct incident – specifically alleged rape (2.1), sexual misconduct – specifically sexual assault and sexual harassment (2.2) and then other trauma (2.3) are provided accordingly.

### 2.1. What students should do immediately after the trauma



**Get to a safe space and tell someone you trust** (i.e. a friend or your Residence Head. This person can help you to also make contact with psychologists at the Centre for Student Counselling (tel 021 808 4994)) during office hours or the trauma counsellor at the ER24 service (tel 010 205 3032) after hours. If you feel threatened on campus after the incident can contact Campus Security (tel 021 808 2333), who will send a security representative to keep you safe.

2.



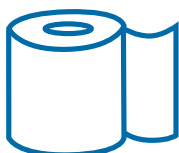
**Do not wash yourself or throw away your clothes until you have been examined.** There is likely to be evidence on your clothes. Keep your clothes in wrapped newspaper/ paper bag and **not plastic** which can damage the evidence.

3.



**Try not to eat or drink until you have seen a doctor** as this also relates to the gathering of evidence.

4.



**Keep the toilet paper if you go to the toilet** as it may contain evidence. Let it dry and put it in an envelope or paper bag. Do not use a plastic bag.

5.



**Go to the CSCD during office hours** and ask for an urgent appointment with a clinical psychologist. **If after hours: phone ER24 (010 205 3032) and ask for a trauma counsellor.** ER24 will be able

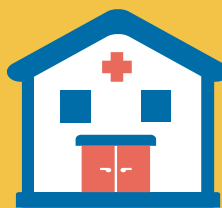
to assist you appropriately as well as transport you to the police or the hospital. If you do not want to go to the police, you can also call the station and ask someone to come to you. This will however delay the process as a police officer will first come through to confirm the complaint and then call in the appropriate officers.



## 2.2. How to deal with a sexual misconduct incident (specifically alleged rape) happening at a Residence, PSO or LLL

- You might get informed about a matter as the CREW member via the involve dstudent, another student or friends. Please immediately inform your Residential Head / PSO Co-ordinator or LLL Co-ordinator.
- It is very important to remember that in this type of situation one needs to think about three facets – the evidence, the victim and the alleged perpetrator.
- During night time (16h00 until 08h00) please phone ER24 for assistance (010 205 3032). ER24 will manage the situation and report back to CSCD.
- During day time (08h00 until 16h00) please phone CSCD for assistance (021 808 4994) at Stellenbosch Campus. Tygerberg Campus please phone (021 938 9590).
- ER24 will come to the residence or PSO as soon as possible. When a call is logged at ER24, the Director and Deputy Director of CSCD receive a text message informing them of the nature of the incident and what the intervention will be (ambulance dispatched / trauma counsellor dispatched / etc.). While you are waiting for ER24 to arrive, you can speak to ER24 to get information on how to deal with the person.
- If the victim is in any immediate danger (the alleged perpetrator is still around and needs physical protection), please contact Campus Security immediately (021 808 2333).
- It is important that the victim does not shower or change clothing at this stage.
- Post exposure prophylaxis (PEP) should be commenced within the first few hours of an incident and is **not effective after 72 hours**.
- Forensic evidence to prosecute the perpetrator has to be obtained **72 hours** after trauma to be of any use. 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.





- Try to contain the student as far as possible, keep her/him calm and give her/him basic facts of what will happen. Nobody should pressure the student to lay a complaint.
- There are two routes that can be followed (please ensure the student knows and understands this) – a graphical illustration is indicated:



**There are two possible routes**



### **ROUTE A:**

#### **Laying a criminal charge**



To lay a criminal charge, you need to go to SAPS. ER24 / Campus Security can transport you to SAPS' offices. At SAPS you make a case and get a case number.



A SAPS member will then take you to Stellenbosch Provincial Hospital for a medical examination or the nearest facility depending on your location.



You will then be taken to the Victim Support Room for a medical examination and to get the necessary medication.

A rape kit will be completed. This is viewed as evidence in a court of law.

### **ROUTE B:**

#### **Not laying a criminal charge**



No evidence is needed here as there is no intention of laying a criminal charge. However, you still need medical attention. ER24 can provide transport to the hospital.

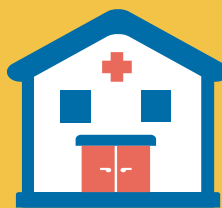


You can be seen by a medical professional at Stellenbosch Provincial Hospital, Mediclinic or a private practice (depending on your location).



Should you decide to go to Stellenbosch Provincial Hospital, you will need to open a file at reception and wait with other patients at Casualties to be seen by a doctor. You will receive the necessary medication but this process will not be viewed as evidence in a court of law.





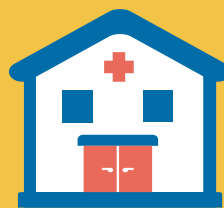
### 2.2.1. ROUTE 1: Student Decides to Lay a Complaint at SAPS

- The student (victim) needs to go to SAPS to lay a complaint (make a case) and get a case number. A police officer accompanies the student to Stellenbosch Provincial Hospital. Stellenbosch Provincial Hospital is the only place currently that offers the District Surgeon function.
- If you have worked via ER24, they will take the student to Stellenbosch Provincial Hospital for the medical investigation.
- It is ideal that someone from the residence accompany the student to SAPS and the hospital. If the Residential Head is not able to accompany the person, a student should be able to assist (whether it be the Prim, Vice-Prim, Head Mentor, Mentor, or you as the CREW member). **Please get the student's consent before involving any other students.**
- When you accompany the student to SAPS and the hospital, please wait in the waiting room and not go into the medical room.
- The student is taken to a special room that is situated at Emergencies – the Victim Support Room. The doctor on duty will do the medical examination and give the necessary medication and treatment. A rape kit will be done by the doctor as part of the medical examination. A follow-up will be arranged as needed.
- Subsequent to the medical examination, the doctor will give the student the necessary medication as well as explain possible side-effects. Please ensure that the student takes the medication. There is also a chance that the doctor would like to see the student again for a follow-up, please make a note when the follow-up appointment is. Should there be any bystanders, please enquire if they also need counselling. Please do not let the student be crowded. On return to the residence, please ensure that the student has the necessary support.



### 2.2.2. ROUTE 2: Student Decides Not to Lay a Complaint at SAPS

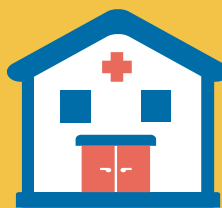
- Should the student not want to lay a complaint at SAPS, he/she still needs to urgently see a medical professional for assistance. The student can still go to the Stellenbosch Provincial Hospital but as the student is not accompanied by a SAPS member, the



student will have to open a file at reception first and then wait in line with the rest of the patients at Casualties.

- Should the student want to go privately, he / she can be taken to Stellenbosch Medi-Clinic or to a general practitioner of their choice. It is very important that the student gets the necessary medication as soon as possible (to prevent pregnancy, the transmission of HIV and other STD's).
- Subsequent to the medical examination, the doctor will give the student the necessary medication as well as explain possible side effects. Please ensure that the student takes the medication. There is also a chance that the doctor would like to see the student again for a follow-up, please make a note when the follow-up appointment is. Should there be any bystanders, please enquire if they also need counselling. Please do not let the student be crowded. On return to the residence, please ensure that the student has the necessary support.
- Please just note that if a student decides not to lay a complaint 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 gathered medical evidence. The CSCD therefore recommends to students to rather follow the forensic medical examination route (via Stellenbosch Provincial Hospital) and to then later withdraw their complaint, should they want to.
- When you as the CREW member 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.). Should your Residential Head / PSO Co-ordinator / LLL Co-ordinator prefer to do this, please remind them. This might be possible evidence that might help the situation later on. Do not distribute this information!
- If ER24 was involved, CSCD would have been informed and CSCD will follow up with the student the next morning for trauma counselling. If ER24 was not involved, please remind the Residential Head / PSO Coordinator / LLL Coordinator to contact CSCD the following morning for trauma counselling with a psychologist / trauma counsellor.
- The CSCD psychologist will explain what the different routes are to take this incident further. The Policy on Unfair Discrimination and Harassment guides us on





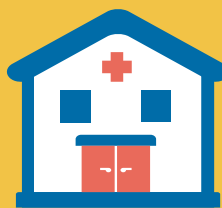
the route to follow here. This Policy indicates that sexual harassment, sexual assault, etc should be centrally coordinated by the Equality Unit. From here, a referral may be made to Student Discipline, if necessary; otherwise sexual harassment advisory panel or a restorative justice approach will be followed by the Equality Unit, if applicable. Counselling for the student(s) involved will be continuing. **This remains the student's decision.**

- The wellbeing of the community remains the responsibility of the Residential Head / PSO Co-ordinator / LLL Co-ordinator. Your role as a CREW member is to assist the staff member with suggestions on communication. Possible suggestions regarding communication to the specific student community can include – (a) Informing students that a crisis has taken place, (b) that the victim is receiving the necessary support – whether medical or psychological, (c) all affected students can be accommodated in terms of debriefing – to be arranged via the Residential Head / PSO Co-ordinator / LLL Co-ordinator with ER24 or CSCD, (d) an internal investigation will take place to resolve the matter and it is requested that the privacy of all involved is respected.
- Please refrain from using social media as a communication channel before you have not liaised with the Residential Head / PSO Co-ordinator or LLL Co-ordinator.



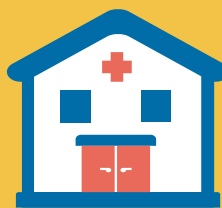
### 2.2.3. Reporting on the Matter

- When the Residential Head / PSO Coordinator / LLL Coordinator reports on the matter to other role players, the following needs to happen:
  - d) The incident can be reported to Pieter Kloppers (Director: CSC) and Gareth Cornelissen (Deputy Director: CSC) – 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. The student must be informed that the basic information will be provided to CSC and CSCD;
  - e) The incident can be reported to Munita Dunn-Coetzee (Director: CSCD, [mdunn@sun.ac.za](mailto:mdunn@sun.ac.za)) – again, only basic nature of the incident – for possible follow-up for the alleged victim and bystanders coming to the CSCD for counselling. Please also send an email report or update on such matters to [unfair@sun.ac.za](mailto:unfair@sun.ac.za);

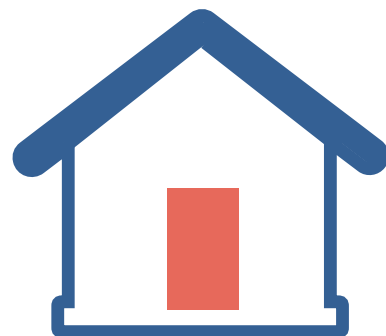


- f) If the student gives permission, other role players may be contacted (Equality Unit / Student Discipline) but the CSCD psychologist will guide the student with this process;
- g) Should two residences be involved, or two communities, please consult with Pieter / Gareth on how communication should be managed – especially with the other Residential Head / PSO Coordinator / LLL Coordinator of the second environment.
- If a third person becomes involved (parents / guardians / etc.), the CSCD psychologist and the Equality Unit Case Officer involved will be in contact with them and if necessary, be in contact with the Residential Head / PSO Coordinator / LLL Coordinator. The CSCD psychologist will report to the Head of the UPSS, who will also guide the Residential Head / PSO Coordinator / LLL Coordinator on the way forward to avoid confidentiality being breached.
  - Please be careful in terms of communicating to parents as a CREW member. This is not encouraged. The Residential Head / PSO Co-ordinator / LLL Co-ordinator will clear it with their line managers first.. Remember: Information can only shared with another party, including parents, with the informed consent of the student or if the person is a danger to themselves or others.
  - Please do not immediately contact Student Discipline; the Equality Unit will manage this communication.
  - Please just note – for internal policies to apply to students, students should be SU registered students. Should one student not be a registered SU student, a case at SAPS should be made (should the student want to take it further).
  - Should the student come to the Residential Head / PSO Coordinator / LLL Coordinator or to you as the CREW member, for comfort, please determine whether the student is still seeing the psychologist at CSCD or otherwise convince her/him to attend counselling. This should still be of the student's own choice.
  - Should the Residential Head want to make an urgent appointment for a student in such circumstances, please email Munita Dunn-Coetzee ([mdunn@sun.ac.za](mailto:mdunn@sun.ac.za)) and/ or Charl Davids ([cdavids@sun.ac.za](mailto:cdavids@sun.ac.za)).





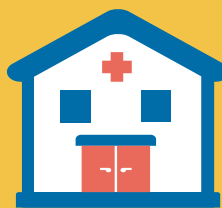
### 2.3. How to deal with a sexual misconduct incident (sexual assault, sexual harassment) happening at Residence or PSO



- The Residential Head / PSO Coordinator / LLL Coordinator gets informed of a matter (via the involved student, another student or friends).
- A complaint of sexual misconduct (means behaviour towards, or communication with, another student in a manner that is sexually inappropriate, 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](mailto: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 should be lodged in person by the complainant / victim at the Equality Unit.
- The wellbeing of the community remains the responsibility of the Residential Head / PSO Co-ordinator / LLL Co-ordinator.
- The matter will be handled **ethically and confidentially as far as possible**, with the aim of honouring the dignity of those involved.

#### 2.3.1. Reporting on the Matter

- When the Residential Head / PSO Coordinator / LLL Coordinator reports on the matter to other role players, the following needs to happen:
  - b) The incident can be reported to Pieter Kloppers (Director: CSC) and Gareth Cornelissen (Deputy Director: CSC) – 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. The student must be informed that the basic information will be provided to CSC and CSCD;
  - c) The incident can be reported to Munita Dunn-Coetzee (Director: CSCD,



[mdunn@sun.ac.za](mailto:mdunn@sun.ac.za)) – again, only basic nature of the incident – for possible follow-up for the alleged victim and bystanders coming to the CSCD for counselling. Please also send an email report or update on such matters to [unfair@sun.ac.za](mailto:unfair@sun.ac.za);

- d) The Equality Unit will liaise with the involved students to ensure they get the necessary counselling at CSCD;
- e) Should two residences be involved, or two communities, please consult with Pieter / Gareth on how communication should be managed – especially with the other Residential Head / PSO Coordinator / LLL Coordinator of the second environment.
- If a third person becomes involved (parents / guardians / etc.), the CSCD psychologist and the Equality Unit Case Officer involved will be in contact with them and if necessary, be in contact with the Residential Head / PSO Coordinator / LLL Coordinator. The CSCD psychologist will report to the Head of UPSS and will also guide the Residential Head / PSO Coordinator / LLL Coordinator on the way forward to avoid confidentiality being breached.
- Please be careful in terms of communicating to parents as a Residential Head / PSO Coordinator / LLL Coordinator regarding these matters. Please consult with your CSC line manager first. Remember: Information can only be shared with another party, including parents, with the informed consent of the student or if the person is a danger to themselves or others.
- Please refrain from using social media as a communication channel before you have not liaised with the Residential Head / PSO Co-ordinator or LLL Co-ordinator.
- Please do not immediately contact Student Discipline; the Equality Unit will manage this communication.
- Please just note – for internal policies to apply to students, students should be SU registered students. Should one student not be a registered SU student, a case at SAPS should be made (should the student want to take it further).
- Should the student come to the Residential Head / PSO Coordinator / LLL Coordinator for comfort, please determine whether the student is still seeing the psychologist at CSCD or otherwise convince her/him to attend counselling. This should still be of the student's own choice.



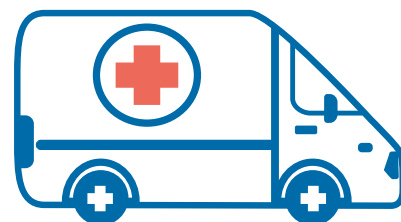




- Should the Residential Head / PSO Coordinator / LLL Coordinator want to make an urgent appointment for a student in such circumstances, please email Munita Dunn-Coetzee ([mdunn@sun.ac.za](mailto:mdunn@sun.ac.za)) and / or Charl Davids ([cdavids@sun.ac.za](mailto:cdavids@sun.ac.za)).

## 2.4. Other trauma occurring at a Residence / PSO / LLL

- 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.
- You might get informed about a matter as the CREW member via the involved student, another student or friends. Please immediately inform your Residential Head / PSO Co-ordinator or LLL Co-ordinator.
- During night time (16h00 until 08h00) please phone ER24 for assistance (010 205 3032). ER24 will manage the situation and report back to CSCD.
- During day time (08h00 until 16h00) please phone CSCD for assistance (021 808 4994) at Stellenbosch Campus. Tygerberg Campus please phone (021 938 9590).
- ER24 will come to the residence / PSO / LLL as soon as possible. When a call is logged at ER24, the Director and Deputy Director of CSCD receive a text message informing them of the nature of the incident and what the intervention will be (ambulance dispatched / trauma counsellor dispatched / etc.). While you are waiting for ER24 to arrive, you can speak to ER24 to get information on how to deal with the person.
- If the victim is in any immediate danger, please contact Campus Security immediately (021 808 2333).
- If ER24 was involved, CSCD would have been informed and CSCD will follow up with the student the next morning for trauma counselling. If ER24 was not involved, the Residential Head / PSO Coordinator / LLL Coordinator must please contact CSCD the following morning for trauma counselling with a psychologist/ trauma counsellor.



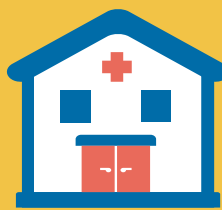


- The wellbeing of the community remains the responsibility of the Residential Head / PSO Co-ordinator / LLL Co-ordinator.

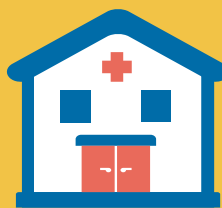
#### 2.4.1. Reporting on the Matter

- When the Residential Head / PSO Coordinator / LLL Coordinator reports on the matter to other role players, the following needs to happen:
  - b) The incident can be reported to Pieter Kloppers (Director: CSC) and Gareth Cornelissen (Deputy Director: CSC) – 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. The student must be informed that the basic information will be provided to CSC and CSCD;
  - c) The incident can be reported to Munita Dunn-Coetzee (Director: CSCD, [mdunn@sun.ac.za](mailto:mdunn@sun.ac.za)) – again, only basic nature of the incident – for possible follow-up for the alleged victim and bystanders coming to the CSCD for counselling. Please also send an email report or update on such matters to [unfair@sun.ac.za](mailto:unfair@sun.ac.za);
  - d) If the student gives permission, other role players may be contacted (Equality Unit / Student Discipline) but the CSCD psychologist will guide the student with this process;
  - e) Should two residences be involved, or two communities, please consult with Pieter / Gareth on how communication should be managed – especially with the other Residential Head / PSO Coordinator / LLL Coordinator of the second environment.
- If a third person becomes involved (parents / guardians / etc.), the CSCD psychologist and the Equality Unit Case Officer involved will be in contact with them and if necessary, be in contact with the Residential Head / PSO Coordinator / LLL Coordinator. The CSCD psychologist will report to the Head of the Unit for Therapeutic and Support Services and will also guide the Residential Head / PSO Coordinator / LLL Coordinator on the way forward to avoid confidentiality being breached.





- Please be careful in terms of communicating to parents as a Residential Head / PSO Coordinator / LLL Coordinator regarding these matters. Please consult with your CSC line manager first. Please get the student's consent before communicating with parents.
- Please refrain from using social media as a communication channel before you have not liaised with the Residential Head / PSO Co-ordinator or LLL Co-ordinator.
- Please do not immediately contact Student Discipline; the Equality Unit will manage this communication.
- Please just note – for internal policies to apply to students, students should be SU registered students. Should one person / party not be a registered SU student, a case at SAPS should be made (should the victim want to take it further).
- Should the student come to the Residential Head / PSO Coordinator / LLL Coordinator or you as the CREW member, for comfort, please determine whether the student is still seeing the psychologist at CSCD or otherwise convince her/him to attend counselling. This should still be of the student's own choice.
- Should the Residential Head / PSO Coordinator / LLL Coordinator want to make an urgent appointment for a student in such circumstances, please email Munita Dunn-Coetzee ([mdunn@sun.ac.za](mailto:mdunn@sun.ac.za)) and/or Charl Davids ([cdavids@sun.ac.za](mailto:cdavids@sun.ac.za)).



### 3. Guidelines for Dealing With Incidents of Rape Pertaining to Tygerberg Campus

↓ There are two possible routes ↓

#### **ROUTE A:** Laying a criminal charge



To lay a criminal charge, you need to go to SAPS. ER24 / Campus Security can transport you to SAPS' offices. At SAPS you make a case and get a case number.



A SAPS member will then take you to Thuthuzela Care Centre (TCC) at Karl Bremer Hospital for a medical examination or the nearest facility depending on your location.



A medical examination will be done and you will receive the necessary medication.  
A rape kit will be completed. This is viewed as evidence in a court of law.

#### **ROUTE B:** Not laying a criminal charge



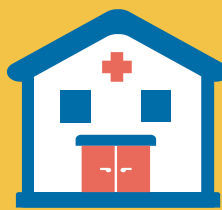
No evidence is needed here as there is no intention of laying a criminal charge. However, you still need medical attention. ER24 can provide transport to the hospital.



You can be seen by a medical professional at Thuthuzela Care Centre (TCC) at Karl Bremer Hospital, Mediclinic or a private practice (depending on your location).



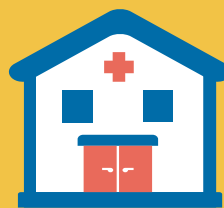
Should you decide to go to a state hospital, i.e. Karl Bremer Hospital, you will need to open a file at reception and wait with other patients at Casualties to be seen by a doctor. You will receive the necessary medication but this process will not be viewed as evidence in a court of law.



### 3.1. Essential information for staff or students that assist a person who has been raped

- Medical care and psychological support are essential and is best managed by the appropriate referral to the Centre for Student Counselling and Development. The appropriate management of these incidents is crucial. Therefore, students should be referred without delay to the CSCD during office hours or ER24 after hours.
- **Important numbers:**
  - Centre for Student Counselling and Development: 021 938 9590 (Monday to Friday 08h00-16h00)
  - ER24: 010 205 3032 (after hours)
- Post exposure prophylaxis (PEP) should be commenced within the first few hours of an incident and is **not effective after 72 hours**.
- Forensic evidence to prosecute the perpetrator has to be obtained **72 hours** after trauma to be of any use. 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 victim. **Do not force** the student to do/say or refrain from doing /saying anything.
- Treat all information pertaining to the incident confidential and re-assure the student regarding the confidential management of information. Be very clear, on what information you wish to relay to whom, with the explicit permission of the student.
- Inform the CSCD or ER24 of all parties (i.e. friends and student leaders) that has been involved in order for the CSCD to be able to offer debriefing support to those students as well.
- The ER24 trauma counsellor can accompany the student throughout the process of going to the police as well as the Thuthuzela Care Centre (TCC). Try to limit the amount of people involved to only those one or two people that the students 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.
- The wellbeing of the community remains the responsibility of the Residential Head / PSO Co-ordinator. Your role as a CREW member is to assist with suggestions about communication. Possible suggestions regarding communication to the specific student community can include – (a) Informing students that a crisis has taken place, (b) That the victim is receiving the necessary support – whether medical or psychological, (c) all affected students can be accommodated in terms of debriefing – to be arranged via the Residential Head / PSO Co-ordinator with ER24 or CSCD, (d) an internal investigation will take place to resolve the matter and it is requested that the privacy of all involved is respected.
- Please refrain from using social media as a communication channel before you have not liaised with the Residential Head / PSO Co-ordinator or LLL Co-ordinator.

## 3.2. Contextual Information

### 3.2.1. Counselling

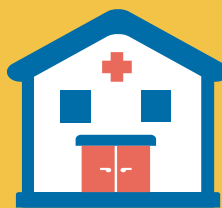
The student can report to the Centre for Student Counselling and Development during office hours and ask for an urgent appointment. This will ensure that the student will be attended to promptly by a psychologist. Students can contact ER24 after hours (tel. 010 205 3032) and ask for a trauma counsellor. ER24 can assist the student throughout the process during the night, including transporting him/her to the police and to access medical care.

### 3.2.2. Forensic, Medical Assessment and Intervention

Students need a medical evaluation if they have been raped. The Thuthuzela Care Centre (TCC) is a 24-hour service unit that specializes in family violence, child abuse and sexual offences. They will be able to assist students with a medical evaluation as well as the necessary preventative medication free of charge. They are open 24 hours and their contact details are 021 918 1321. They are located on the Grounds of Karel Bremer Hospital (on the corner of Mike Pienaar Boulevard and Frans Conradie Avenue, opposite the out patients building M5 on the right hand side).







The TCC will provide these services to students whether they want to lay a complaint against the perpetrator or not. If they do want to lay a charge it is best to contact the police first to get a case number, otherwise the process of collecting evidence at the TCC will be delayed until the police has been called in. The police is in charge of the forensic evidence kit, which the District Surgeon needs to collect the necessary evidence.

### 3.3. What students should do immediately after the trauma

1.



**Get to a safe space and tell someone you trust** (i.e. a friend or your Residence Head. This person can help you to also make contact with psychologists at the Centre for Student Counselling (tel 021 938 9590) during office hours or the trauma counsellor at the ER24 service (tel 010 205 3032) after hours. If you feel threatened on campus after the incident can contact Campus Security at 021 938 9507, who will send a security representative to keep you safe.

2.



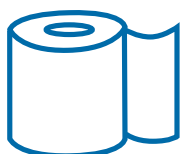
**Do not wash yourself or throw away your clothes until you have been examined.** There is likely to be evidence on your clothes. Keep your clothes in wrapped newspaper/ paper bag and **not plastic** which can damage the evidence.

3.



**Try not to eat or drink until you have seen a doctor** as this also relates to the gathering of evidence.

4.

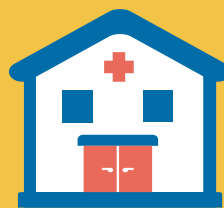


**Keep the toilet paper if you go to the toilet** as it may contain evidence. Let it dry and put it in an envelope or paper bag. Do not use a plastic bag.

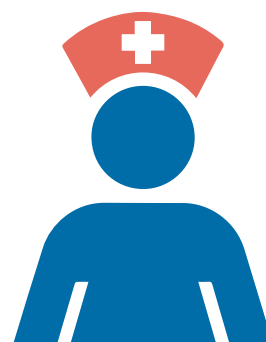
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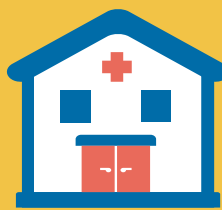


**Go to the Centre for Student Counselling and Development during office hours** and ask for an urgent appointment with a clinical psychologist. **If after hours: phone ER24 (010 205 3032) and ask for a trauma counsellor.** ER24 will be able to assist you appropriately as well as transport you to the police or the TCC. Alternatively **report to the nearest police station.** The closest station to Tygerberg Campus is Parow (tel 021 929 7000). If you do not want to go to the police, you can also call the station and ask someone to come to you. This will however delay the process as a police officer will first come through to confirm the complaint and then call in the appropriate officers.



6. A police officer from **the Family Violence, Child Protection and Sexual Offences (FCS) Unit** will manage the procedure. They have a trauma counselling room, male and female officers on call, as well as care packs (such as new clothes) to make the process as comfortable as possible. They will give you **a case number** as well as transport you to **Thuthuzela Care Centre (TCC)**.
7. **If you do not want to prosecute the perpetrator, you could go directly to the Thuthuzela Care Centre (TCC)**. The staff will ensure that you receive necessary medical treatment. You are allowed to have a person you trust to accompany you the whole time.
8. You will be asked to provide **written consent** for forensic investigations: this is your decision.
9. The NPA (National Prosecuting Authority) situated at Thuthuzela Care centre will assist in further investigations. The **District Surgeon** (currently Dr. Donovan Andrews) will collect forensic evidence. This needs to be done within **72 hours** of the rape.
10. **Tests done by nursing and medical staff includes:**
  - a) Pregnancy test
  - b) RPR (Test for Syphilis)
  - c) HIV test
11. **Treatment:** You will be provided with Post Exposure Prophylaxis (PEP) the medication should be taken within the first 72 hours of the rape. This could include any of the following medication as deemed appropriate by the doctor:
  - a) Antiretroviral treatment (ARV's) to prevent HIV infection. This medication will have to be taken for 28 days
  - b) The Morning After Pill (MAP) or Emergency Contraceptive Pill to prevent pregnancy
  - c) Antibiotics to prevent Sexually Transmitted Infections (STI's)
12. **Ask for a copy of the J88 form** that the doctor completed for the forensic evidence and keep that information together with the **case number** for your own records.

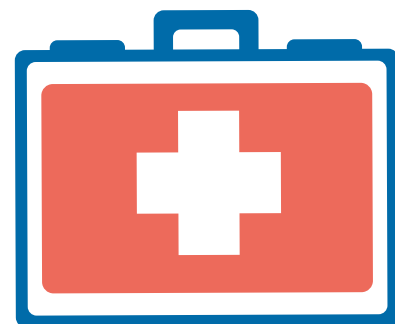




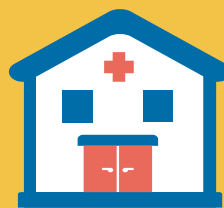
13. A lay counsellor situated at TCC will also provide counselling to you. In addition, you can also make an appointment with a volunteer psychologist who can provide further therapy at the TCC free of charge.
14. The police or ER24 will transport you back to your accommodation if you do not have transport.
15. ER 24 will inform only the necessary staff at the CSCD about the incident in order to ensure that a psychologist offers support to the student from the next day onwards.

### 3.4. Distributed Clinical Training Platforms

ER 24 is also available to students that are based on the distributed clinical training platforms. Students should also report to the nearest police station and or closest Thuthuzela centre/ provincial hospital for treatment. If you are in Worcester it is best to go to the Thuthuzela Centre at the hospital. They will contact the police to assist (with your permission).



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



## Contact numbers for Thuthuzela care centres in Western Cape

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

Any comments / feedback can be send to Dr Munita Dunn-Coetzee ([mdunn@sun.ac.za](mailto:mdunn@sun.ac.za))

# GETTING HELP & REPORTING SEXUAL ASSAULT

## Stellenbosch Campus

You can phone ER24 for assistance – please ask for the Trauma Counsellor. If it is a medical emergency too, please ask for the ambulance. They will be able to assess and assist.



(010 205 3032)



There are two possible routes



### ROUTE A:

#### Laying a criminal charge



To lay a criminal charge, you need to go to SAPS. ER24 / Campus Security can transport you to SAPS' offices. At SAPS you make a case and get a case number.



A SAPS member will then take you to Stellenbosch Provincial Hospital for a medical examination or the nearest facility depending on your location.



You will then be taken to the Victim Support Room for a medical examination and to get the necessary medication.

A rape kit will be completed. This is viewed as evidence in a court of law.

### ROUTE B:

#### Not laying a criminal charge



No evidence is needed here as there is no intention of laying a criminal charge. However, you still need medical attention.

ER24 can provide transport to the hospital.



You can be seen by a medical professional at Stellenbosch Provincial Hospital, Mediclinic or a private practice (depending on your location).



Should you decide to go to Stellenbosch Provincial Hospital, you will need to open a file at reception and wait with other patients at Casualties to be seen by a doctor. You will receive the necessary medication but this process will not be viewed as evidence in a court of law.

### Resources:

Centre for Student Counselling and Development  
(021 808 4994) (Monday to Friday 08:00 – 16:00)  
ER24: 010 205 3032 (after hours)  
Internal SU complaints can be lodged at the Equality Unit  
(unfair@sun.ac.za, 021 808 3136)

**Rape Crisis: 24 hr Crisis Line: 021 447 9762**  
**LifeLine: 021 461 1111**



Student Affairs  
Studentesake

# GETTING HELP & REPORTING SEXUAL ASSAULT

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