

What Would A

Trauma-Informed

Website Look Like?

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UX & Content Strategy Consultant

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90

Minute Workshop

- 25 min - Trauma-Informed/UX Ideas
- 15 min - Partner Work
- 20 min - Survivor Sensitive Features
- 20 min - Action Plans with Pals
- 10 min - Q & A (but ask anytime)



Why Am I Here?

- Who is this Melissa Eggleston anyway?
- Elizabeth Johnson (NCCADV Board Member)
- Trauma-informed
- User experience (UX)
- Overlap of trauma-informed with UX

What is User Experience?

User experience is the way a person feels about using a product, system or service.

UX the Discipline

“User experience is a discipline focused on **designing the end-to-end experience** of a certain product.” [or website, service, system, etc.]

- Rui Barroca, Product Designer





Trauma-Informed Approach

- *Realizes* the widespread impact of trauma and understands potential paths for recovery;
- *Recognizes* the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- *Responds* by fully integrating knowledge about trauma into policies, procedures, and practices; and
- Seeks to actively resist *re-traumatization*.

- From Substance Abuse and Mental Health
Services Administration (SAMHSA)

What symptoms of trauma
might affect a website
visitor?

6

Trauma-Informed Principles

Trauma-Informed Principles

1. Safety
2. Trustworthiness and Transparency
3. Peer Support
4. Collaboration and Mutuality
5. Empowerment, Voice and Choice
6. Cultural, Historical, and Gender Issues

- From Substance Abuse and Mental Health
Services Administration (SAMHSA)

Overlapping Principles with UX

1. Safety
2. Trustworthiness and Transparency
3. Peer Support
4. Collaboration and Mutuality
5. Empowerment, Voice and Choice
6. Cultural, Historical, and Gender Issues

Other Guiding Principles

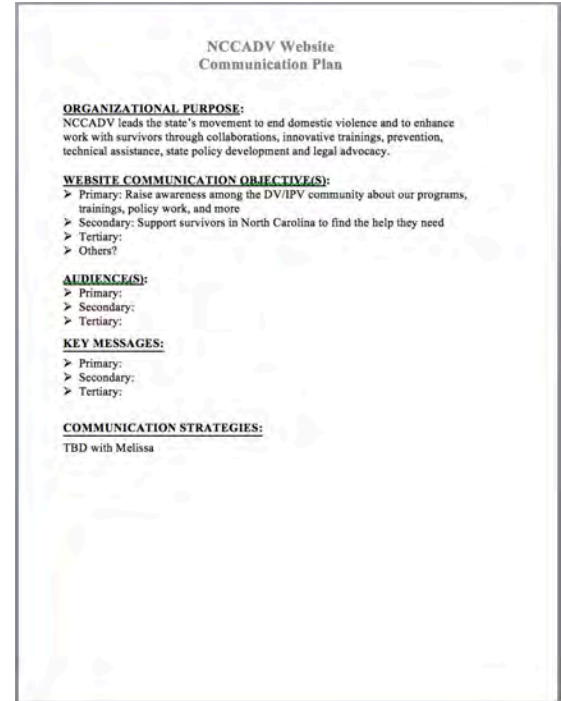
- Non-profits are on a tight budget.
- We need “do-able,” not radical, design improvements.
- This concept of a trauma-informed website and survivor sensitive features is new and evolving.
- Let’s build on available research and resources.

Foundation for Your Website

Communication Plan

- Relates back to your mission
- States the objectives of your website
- Prioritizes your target audiences
- Documents your key messages

Download editable document at melissaegg.com/blog



“Every use of your website or mobile app is a conversation started by your site visitor.”

- Ginny Redish, Author, Letting Go of the Words

Questions?

5

Important Ideas



1. Make it obvious in 5 seconds

“Oh it’s a _____, where
I can _____”

FREE GROUND SHIPPING ON ORDERS OVER \$99! [More Details](#)

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Find Candy



We Have Colors!

Match Candy Colors to Your Party!

Choose Your Colors!

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HOME

PRACTICE AREAS

ATTORNEYS

VERDICTS & SETTLEMENTS

TESTIMONIALS

MEDIA

BLOG

CONTACT



PUT A HEAVYWEIGHT IN YOUR CORNER

PERSONAL INJURY LAWYERS SERVING NORTH CAROLINA FOR MORE THAN 20 YEARS



CONTACT
FORM

AUTO ACCIDENTS



ThinkPad T470s

**BOOST YOUR PRODUCTIVITY WITH PERFORMANCE YOU
CAN COUNT ON**

[Shop now >](#)



RALIANCE

Ending Sexual Violence in One Generation



CONGRATULATIONS RALIANCE 2016 GRANTEES

- ★ 27 PROJECTS FUNDED
- ★ 1.2 MILLION DOLLARS GIVEN

[VISIT RALIANCE.ORG](#)

ABOUT SEXUAL ASSAULT

There are more than 2 million survivors of rape living in California.

ADVOCACY

The long-term empowerment of survivors requires a foundation for them to be their own voice.

PREVENTION

Promoting the norms and behaviors that we want to see.

PUBLIC POLICY

Supporting policies that encourage system changes to aid survivors.



LATEST TWEETS

[Blog](#)[Events](#)[Web Conferences](#)



LANGUAGE:
English Español

▶ DONATE

▶ EXIT SITE

Home About TAASA▼ Get Involved!▼ Resources▼ SoapBox NSAC



RECURSOS EN ESPAÑOL

¡Nuestra página de internet está ahora en proceso de ser traducida al Español!
TAASA está feliz de brindar más información y recursos bilingües en este sitio web. Por favor llame al (512) 474-7190

TAASA'S GOAL IS TO LEAD THE STATEWIDE COMMUNITY TO BE FREE OF SEXUAL VIOLENCE.



Search

Email sign up

National Alliance to
End Sexual Violence

WHERE WE STAND

LEGISLATION

WHO WE ARE

JOB BOARD

The National Alliance to End Sexual Violence
is the voice in Washington for state
coalitions and local programs working to
end sexual violence and support survivors.



SURVIVOR STORIES



OUR NETWORK

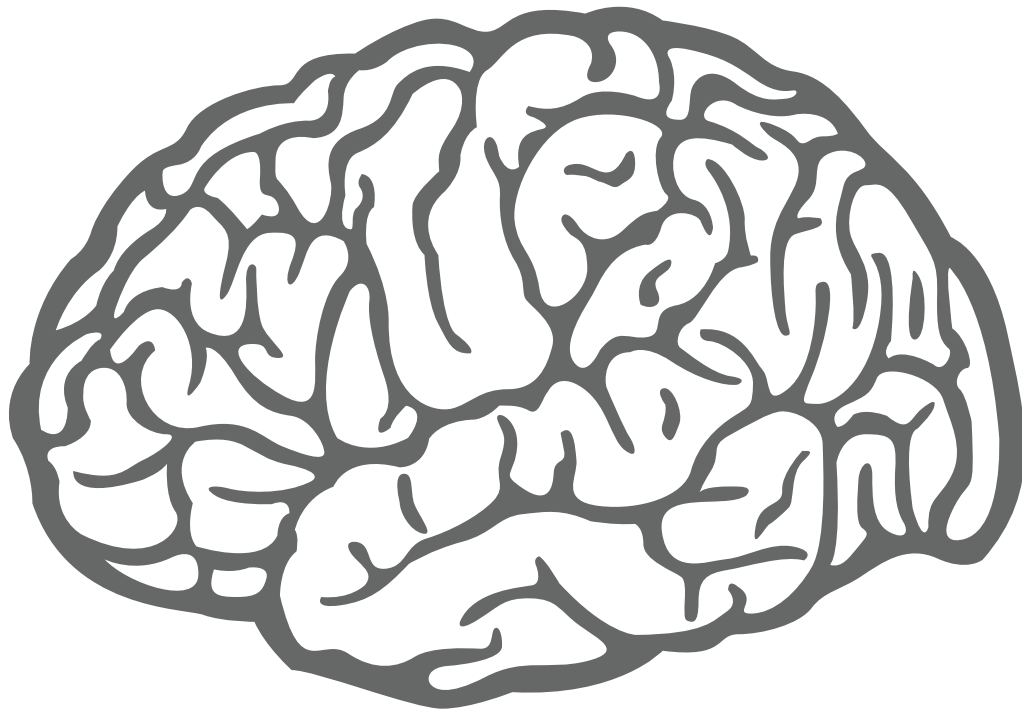
CLICK ON A REGION



SPOTLIGHT

Florida Council Against Sexual
Violence

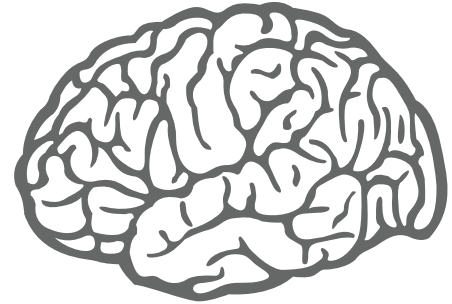
melissa_egg

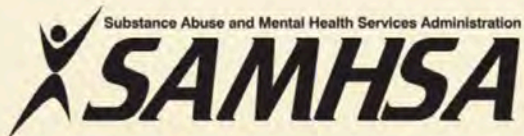


2. Reduce cognitive load

“I’m tired just looking at it.”

- Is this clickable or not?
- What do they do?
- Where am I?
- What can I do here?
- Where should I start?
- Is this the navigation? Or is that the navigation?
- Where is _____?





Search SAMHSA.gov

Search

Connect with SAMHSA:



Find Help & Treatment

Topics

Programs & Campaigns

Grants

Data

About Us

Publications



National Prevention Week
May 14-20, 2017

Tune in for the 2017 live event, "Making Each Day Count," at 11 a.m. EDT on May 15th!

[Learn More >](#)

BEHAVIORAL HEALTH TREATMENT LOCATOR

NATIONAL SUICIDE PREVENTION LIFELINE
1-800-273-8255 (TALK)

NATIONAL HELPLINE
1-800-662-4357 (HELP)

BEHAVIORAL HEALTH IS ESSENTIAL TO HEALTH PREVENTION WORKS TREATMENT IS EFFECTIVE PEOPLE RECOVER

SAMHSA in the News



05/04/17
[Olympic Gold Medalists Team Up to Raise Awareness About Children's Mental Health](#)
NBC 4 Washington



04/26/17
[New Data Shows Risks of Opioid Misuse Among Pregnant Women](#)

Featured Resource

CBHSQ DATA REVIEW
May 2017

Abstract

Research suggests that physical health conditions, particularly asthma and diabetes, may be more common among people with a history of depression. However, studies of the association between depression and physical health conditions among adolescents are rare and tend to be only single-sectional cross-sectional surveys. The purpose of this report is to examine the association between major depressive episode (MDE) and

Comparison of Physical Health Conditions among Adolescents Aged 12 to 17 with and without Major Depressive Episode

Disaster Distress Helpline
1-800-985-5990

SAMHSA Blog

Live in the Balance: Addressing "Deaths of

@melissa_egg



HOME

COMMUNITY
STAKEHOLDERS

RESOURCES

REQUEST
TRAINING

TRAINING AND
EVENTS

TIC
CONFERENCE






CONTACT

ABOUT

CONFERENCE REGISTRATION NOW OPEN! [CLICK HERE.](#)



Success Stories
2015-08-07
Check out how others are adding Trauma Informed Practices to their organizations and duties!

-  **The Annual TIC Conference**
2017-02-23
-  **Early Intervention**
2016-01-14
-  **Self Assessment**
2016-01-12
-  **Success Stories**
2015-08-07
-  **Resources**
2015-07-22

WHAT IS TIC?

Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical

IMPACT OF TRAUMA

Through Our Eyes: Childre...



BECOME TRAUMA INFORMED

Becoming "trauma-informed" means recognizing that people often have many different types of trauma in their lives. People who have been traumatized need support and understanding from those

ESCAPE

To immediately leave our site and redirect to a safe site, click the red Escape Button. [Learn More...](#)

Get Help
Get Informed
Get Involved
For Teens
Who we are
What we do
News/ Events
Contact Us

Women's Freedom Center

Supporting Women's Voices & Choices

The Women's Freedom Center is the local organization working to end domestic and sexual violence serving both Windham and Southern Windsor Counties in Vermont.

We are a feminist organization committed to offering support and advocacy to survivors of violence, as well as prevention and educational activities to help create a community in which violence is not tolerated.

DID YOU KNOW...

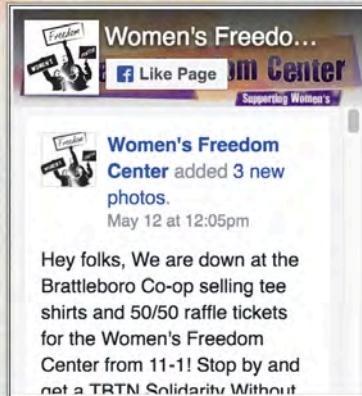
1 in 5 women in the U.S. will experience rape or attempted rape in their lifetime.



FREE & CONFIDENTIAL
24 HOUR HOTLINE

802-254-6954 (Windham Co.)

802-885-2050 (Southern Windsor Co.)



[Film Festival Info](#)

DONATE



ESCAPE

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24 HOUR HOTLINE

802-254-6954 (Windham Co.)

802-885-2050 (Southern Windsor Co.)

Women's Freedom Center

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[For Teens](#)

[Who We Are](#)

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Get Help

YOU DON'T HAVE TO GO IT ALONE....

If you or someone you know is experiencing domestic violence, has been sexually assaulted and/or is being stalked, the Women's Freedom Center is here to help. We help all survivors of this violence, regardless of gender identification and all services are **free and confidential**.

Emergency Numbers

If you need immediate help and your safety is at risk, **call 911**. If you are in need of crisis support and want to speak to an advocate, call us on our **24 hour hotline at 802-254-6954**. We are available 7 days a week, 365 days a year.

Safety Planning

An advocate can work with you on setting up a personalized safety plan. We can help you identify your best options and link you with local community resources.

Hospital support

WFC advocates offer support and advocacy for survivors if they decide to go seek medical attention after being physically and/or sexually assaulted. Advocates will meet a survivor at the hospital any time. Transportation to the hospital can be also provided if needed.

To find out more info on why you may choose to go to the hospital and

HOW TO HELP A LOVED ONE

Listen

Believe them & let them know you do

Ask them how you can help

Tell them they are not crazy

Express your concerns

Don't blame them for the abuse or their decisions

Don't spread gossip

Let them make their own decisions

Give them our info and hotline number

Take care of yourself – call us if you need support and further resources

“Within a fraction of time, people build a first visceral ‘gut feeling’ that helps them to decide whether they are going to stay at this place or continue surfing to other sites.”

- Google study, 2012

Faster than the blink of an eye (!)

~~“Within a fraction of time,~~ people build a first visceral ‘gut feeling’ that helps them to decide whether they are going to stay at this place or continue surfing to other sites.”

- Google study, 2012

Key Factors: Visual Complexity, Prototypicality

Technology Safety

exploring technology in the context of intimate partner violence, sexual assault, and violence against women



NATIONAL NETWORK
TO END DOMESTIC
VIOLENCE

[TECHSAFETY.ORG](#) [TECHNOLOGY SUMMIT](#) [RESOURCES](#) [TECH SAFETY APP](#) [NNEDV](#)

Looking for help? Check out our [technology safety toolkits!](#)

Recent Instagram Changes Aim to Create a Safer

SAFETY CHECK

If you think someone is monitoring your devices, visit this website from a computer, tablet, or smartphone that isn't being monitored. [Exit from this](#)



3. Increase readability of text

NCCADV leads the state's movement to **end domestic violence** and to **enhance work with survivors** through collaborations, innovative trainings, prevention, technical assistance, state policy development and legal advocacy.



NCCADV SPRING 2017 MEMBERSHIP MEETING
MARCH 28-29, 2017 IN CHARLOTTE, NC

CLICK FOR

Spring 2017 Membership Meeting Highlights
NCCADV members joined for two days of networking, learning, and sharing ideas at the Spring 2017 Membership Meeting. [Click for highlights.](#)



Who We Serve

We believe it is critical to serve all domestic violence (DV) survivors, regardless of race, age, socioeconomic & ethnic group, sexual orientation, gender identity, mental & physical abilities, religious & spiritual beliefs, and immigration status. We believe that through the power of our shared experiences and collective voice, we can work together to create individual, institutional, and cultural change. We work intentionally and actively to create safe spaces for survivors of DV that acknowledge the impact of intersecting oppressions. We believe the voice and experience of survivors must be the foundation of our



How to Find Help

If you need immediate assistance, dial 911. The North Carolina Domestic Violence Hotline is 1-800-799-SAFE(7233). Your safety is the most important thing and there are providers all across North Carolina who are ready to assist you. This site provides resources and tips to help you or a loved one find immediate assistance, or to make a personalized safety plan. If you are uncertain whether you need assistance or not, [here are some additional resources](#) to help you determine if you may be facing risks.



Support Our Cause

We need your help, too. Your support will go directly to NCCADV programming that assists victims of violence in gaining and maintaining their freedom from abuse. It will support parents fighting to protect their children from an abusive partner or ex-partner within the custody court system. It will also support NCCADV's public policy efforts aimed at educating national and state leaders on the issue of domestic violence and influencing national and state legislation, policy and funding decisions that keep victims of violence safe.



Desktop App

Just Released!
Version 3.0!

Like 57K

Tweet

We believe it is critical to serve all domestic violence (DV) survivors, regardless of race, age, socioeconomic & ethnic group, sexual orientation, gender identity, mental & physical abilities, religious & spiritual beliefs, and immigration status. We believe that through the power of our shared experiences and collective voice, we can work together to create individual, institutional, and cultural change. We work intentionally and actively to create safe spaces for survivors of DV that acknowledge the impact of intersecting oppressions. We believe the voice and experience of survivors must be the foundation of our work, and that the domestic violence movement can change society.

Hemingway Editor

Readability

Post-graduate

Poor. Aim for 14.

Words: 100

Show More ▾

5 adverbs. Aim for 0 or fewer.

0 uses of passive voice. Nice work.

0 phrases have simpler alternatives.

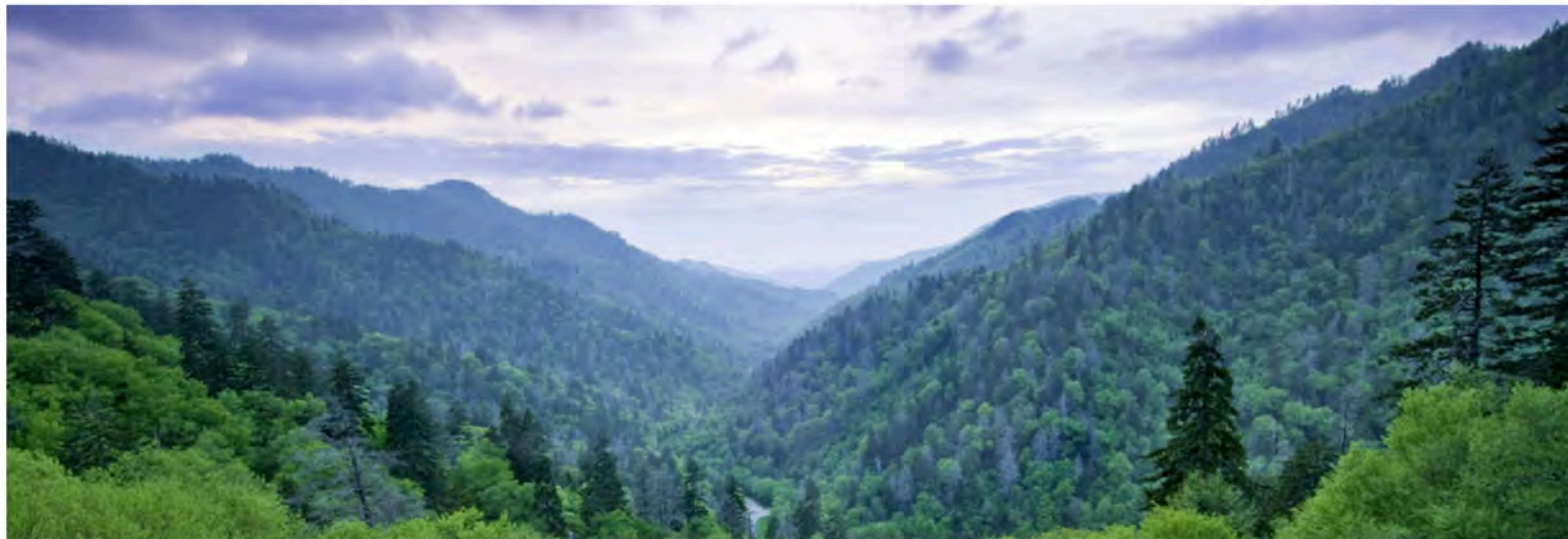
0 of 4 sentences are hard to read.

4 of 4 sentences are very hard to read.



North Carolina Coalition Against Domestic Violence

NCCADV leads the state's movement to **end domestic violence** and to **enhance work with survivors** through collaborations, innovative trainings, prevention, technical assistance, state policy development and legal advocacy.

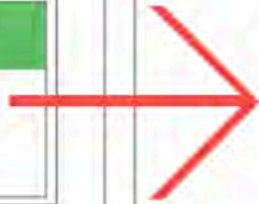
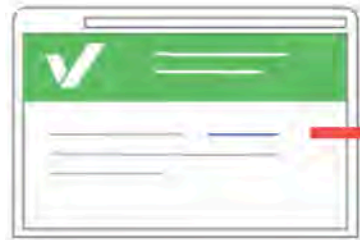


Join NCCADV

Help us provide support and services to thousands of domestic violence advocates, survivors, allied professionals and families in our state every year.

Ideal Text

- Less than 600 pixels wide
- Readable at Grade 9 or lower
- Inviting – not like a “wall of words”
- Edited through the FREE Hemingway Editor tool



4. Fix broken links, typos, errors

A broken link
is a broken promise.

You are here: [Home](#) » [About](#) » [Staff](#)



NCCADV Staff

[Carolina Alzuru](#) - Director of Training
[Sameka Bennerman](#) - Staff Attorney
[Beth Chartrand](#) - Database Coordinator

[Lisi Martinez Lotz](#) - Response Systems Coordinator
[Bonnie Louthan](#) - Financial Specialist
[Dana Mangum](#) - Executive Director

DONATE
Help make NC a safer place

NCCADV
LEGISLATIVE
SUMMARY 2015-16

JOIN NCCADV
Enjoy the Benefits of Membership

It's time to say **eNOUGH**

 **HOPELINE**
FROM VERIZON



[Shop](#)

[Support](#)

[My Verizon](#)

I am looking for



Page is unavailable

The page you are trying to reach is temporarily unavailable or the page may no longer exist.

Here's what you can do:

- Click your browser's Refresh button to try reconnecting
- Check the spelling of the URL to make sure the address is correct (capitalization and punctuation are important) and then click your browser's Refresh button
- Go to [Verizon Wireless Home Page](#)
- If you are attempting to login to My Verizon, [please click here](#)

[Back to previous page >](#)

Service & Support

- [Store Locator](#)
- [Wireless Workshops](#)
- [Register Signal Booster](#)
- [Report A Security Vulnerability](#)
- [Device Trade-In Program](#)

Brands

- [Apple](#)
- [BlackBerry](#)
- [Droid](#)
- [Google](#)
- [HTC](#)

OS & Featured Devices

- [Android](#)
- [Windows](#)
- [Fitbit](#)
- [iPhone 7](#)
- [iPhone 7 Plus](#)

Plans, Deals & More

- [Military & Veterans Discounts](#)
- [International Student Program](#)
- [Employee Discounts](#)
- [Deals & Special Offers](#)
- [Certified Pre-Owned](#)

Use Free Online Resources

- Broken Link Checker

<https://validator.w3.org/checklink>

- Spell Checker

<http://tools.seochat.com/tools/free-spell-checker/>

<http://respelt.com/> (low cost)



5. Be more inclusive with content

1. **JEALOUSY.** At the beginning of a relationship, an abuser may say that jealousy is a sign of love. Jealousy has nothing to do with love. It is a sign of possessiveness and lack of trust. The abuser may question his partner about who **she** talks to, accuse her of flirting, or be jealous of time **she** spends with family, friends, or children. As the jealousy progresses, he may call her frequently during the day or drop by unexpectedly. He may refuse to let her work for fear **she**'ll meet someone else, or even engage in behaviors such as checking her car mileage or asking friends to watch her.
2. **CONTROLLING BEHAVIOR.** At first the batterer will say this behavior is due to his concern for her safety, her need to use her time well, or her need to make good decisions. He will be angry if the woman is "late" coming back from the store or an appointment; he will question her closely about where **she** went and who **she** talked with. As this behavior progresses, he may not let the woman make personal decisions about the house, her clothing, or even going to church. He may keep all the money or even make her ask permission to leave the house or room.
3. **QUICK INVOLVEMENT.** Many battered women dated or knew their abuser for less than six months before they were married, engaged, or living together. He comes on like a whirlwind, claiming, "you're the only person I could ever talk to", or "I've never been loved like this by anyone." He will pressure the woman to commit to the relationship in such a way that later the woman may feel very guilty or that **she**'s "letting him down" if **she** wants to slow down involvement or break off the relationship.
4. **UNREALISTIC EXPECTATIONS.** Abusive people will expect their partner to meet all their needs. He expects a perfect wife, mother, lover, friend. He will say things such as "if you love me, I'm all you need, and you're all I need." His partner is expected to take care of everything for him emotionally and in the home.
5. **ISOLATION.** The abusive person tries to cut his partner off from all resources. If **she** has male friends, **she**'s a "whore." If **she** has women friends, **she**'s a lesbian. If **she**'s close to family, **she**'s "tied to the apron strings." He accuses people who are the woman's supports of "causing trouble." He may want to live in the country, without a telephone, or refuse to let her drive the car, or he may try to keep her from working or going to school.
6. **BLAMES OTHERS FOR PROBLEMS.** If he is chronically unemployed, someone is always doing him wrong or out to get him. He may make mistakes and then blame the woman for upsetting him and keeping him from concentrating on the task at

[https://nccadv.org/
get-help/domestic-
violence-
information](https://nccadv.org/get-help/domestic-violence-information)

The stories of healing from these courageous men will inspire a range of emotions. If you need support, visit 1in6's Free and Confidential 24/7 Online SupportLine.

Chat now

Hide this note

Share the project



 **THE BRISTLECONE PROJECT**
A campaign of 1in6.org

Men Overcoming Sexual Abuse and Assault

Portraits and Biographies of Male Survivors

Read about the project, participate, view the documentary film trailer and order the film, or scroll down for individual stories.




A sublime sense of humor, an iron will, and



Alain is transforming the terror of sexual



Speaking out publicly and working to

A photograph of several hands of different skin tones being held together in a supportive grip. The hands are resting on a textured, light-colored surface. The image is overlaid with a semi-transparent purple and orange gradient.

all relationships, all genders, all
ages, all people, all the time



Obtenga Ayuda

La Línea de Ayuda Nacional Online del Asalto Sexual

Gratis. Confidencial. Segura.

Chat Ahora

La Sala De Ayuda

Llame al 800.656.4673



La Sala de Ayuda

Converse con otros sobrevivientes del asalto sexual en un espacio seguro y confidencial entre las 7 p.m a 9 p.m. tiempo del este, todos los Miércoles y Sábado.

Línea de Ayuda Online

RAINN ofrece apoyo gratuito las 24 horas al día, 7 días por semana para los sobrevivientes de la violencia sexual y sus seres queridos.

Partner Exercise

Partner Exercise Instructions

- Together, please look through the websites listed and discuss them.
- Talk about what's working or not working in light of some of the principles we just discussed.

5 Ideas Toward Trauma-Informed

1. Make it obvious in five seconds
2. Reduce cognitive load
3. Increase readability of text
4. Fix broken links, typos, errors
5. Increase inclusive terminology and images

[Home](#)[About](#)[What We Do](#)[Learn](#)[Get Involved](#)[Contact](#)[Give](#)

Take Our Short 1- Minute Survey

Do you live in Maryland and identify as Asian/Pacific Islander (A/PI)? If yes, please take this 1-minute survey and help us gather data on how domestic violence affects A/PI communities. This will help us better represent the need for domestic violence resources in the DMV area. Thank you!

[Take the Survey](#)

Getting Help



DVRP works one-on-one with survivors who are in past or present abusive relationships to ensure that they are informed about their rights and the available resources. Services are free and confidential.

Community Outreach



Our Community Outreach Program increases awareness of the dynamics and impact of domestic violence in A/PI communities in Washington, D.C. and beyond.

[Learn More](#)

Getting Involved



Community member support is critical to DVRP's mission. With your support, we can offer vital services, expand our programs and offer emergency supplies to assist survivors in times of hardship.

[Learn More](#)



The National Organization of Sisters of Color Ending Sexual Assault

● HOME

WHO ARE WE

OUR WORK

RESOURCES

GET INVOLVED

CONTACT US



SEXUAL ASSAULT AWARENESS MONTH · APRIL 2017

ENGAGING NEW VOICES

2017



LACE UP FOR RAINN • 5K

COME AND JOIN US MAY 20, 2017

Are You Ready to Lace Up For RAINN?

Registration for the fourth annual Lace Up for RAINN 5K Race is in full swing, and hundreds of runners and fundraisers across the country are planning to lace up their running shoes on May 20, 2017.

[Learn More](#)

[Donate Now](#)

**National Sexual Assault Hotline.
Free. Confidential. 24/7.**

☎ Call 800.656.HOPE

💬 Chat Now

5

Survivor-Sensitive Features



1. Improve safety alerts and exits



NNEDV

SAFETY ALERT: If you are in danger, please use a safer computer, or call 911, a local hotline, or the U.S. National Domestic Violence Hotline at 1-800-799-7233 and TTY 1-800-787-3224. Learn more [technology safety tips](#). There is always a computer trail, but you can [leave this site quickly](#).

Esc

Home | Employment | Internet Safety | Contact Us | Search... GO ▶ ▲ A A

ABOUT NNEDV

NNEDV PROJECTS

PUBLIC POLICY

GET INVOLVED

NEWS

RESOURCES

- ▶ DONATE
- ▶ GET HELP
- ▶ TAKE ACTION
- ▶ LEARN MORE
- ▶ NATIONAL CENSUS
- ▶ TECH SUMMIT



**11th annual
Domestic Violence
Counts Census**
#DVcounts

**11th Annual #DVcounts
Census**

Take Action Now

Positively Safe: DV and
HIV Toolkit

For the 11th consecutive year, on September 14, 2016, NNEDV conducted a one-day unduplicated count of adults and children seeking domestic violence services in the United States. [More](#)

ACTION ALERTS

Protect Survivors: Reject the AHCA
The AHCA would put health care coverage out of reach for countless victims of violence and...

[Sign up for action alerts...](#)

Supporting the Global Movement Against Homophobia, Transphobia, and Biphobia

NEWS | MAY 16, 2017

Lesbian, gay, bisexual, transgender, and queer (LGBTQ) survivors of domestic and sexual violence are not only harmed by the abuse their partners inflict, but also by homophobic, transphobic, and biphobic...

[▶ READ MORE... ▶](#)

Celebrate Mothers & Parents By Supporting Them in the Workplace

NEWS | MAY 12, 2017

By: Erica Olsen, Safety Net Director, and Michelle Robles Torres, Bilingual Program Attorney
The National Network to End Domestic Violence (NNEDV) is dedicated to creating a social, political, and economic...

[▶ READ MORE... ▶](#)

11th Annual Census Illuminates Critical Services, Highlights

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NNEDV Retweeted

MCADV
[@MCADVdVORPG](#)

Dating violence is not cute. It's not just playing. And it won't just get better. Call 1-800-799-SAFE to get help...
[fb.me/8CJib8nLx](#)

15 May



NO MORE

TOGETHER WE CAN END
DOMESTIC VIOLENCE & SEXUAL ASSAULT

[Click to learn more...](#)

@melissa_egg



Carmela fled an abusive husband to protect her daughter. We helped her find an apartment, win child custody, and get into graduate school. Now she knows she can make it on her own.

“I am so grateful.”

➔ [Read Carmela's* full story](#)

Computer Safety Alert

Visits to this site may be tracked. To exit this site immediately, [click here](#).

What We Do

PREVENT TEEN RELATIONSHIP ABUSE

The first organization to include a program to

Get Help

HELP YOUR CHILD

If your child is a victim of abuse or if you're worried they may become one in

What's New

40TH YEAR CELEBRATION

May 18, 2017 is our 40th Anniversary Celebration - join us!

Get Involved

DONATE NOW

You can help us combat domestic violence and transform lives by making



North Carolina Coalition Against Domestic Violence

NCCADV leads the state's movement to **end domestic violence** and to **enhance work with survivors** through collaborations, innovative trainings, prevention, technical assistance, state policy development and legal advocacy

How To Quickly Leave This Web Site

To quickly move away from this site, click this icon **EXIT**, located in the upper right corner of each page. Try it now.

Legal and Public Policy Advocacy

NCCADV provides legal and policy advocacy at the local, state, and national levels on behalf of domestic violence victims and the agencies and allied professionals that serve them.



North Carolina Coalition Against Domestic Violence

NCCADV leads the state's movement to **end domestic violence** and to **enhance work with survivors** through collaborations, innovative trainings, prevention, technical assistance, state policy development and legal advocacy.



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A Safe Haven

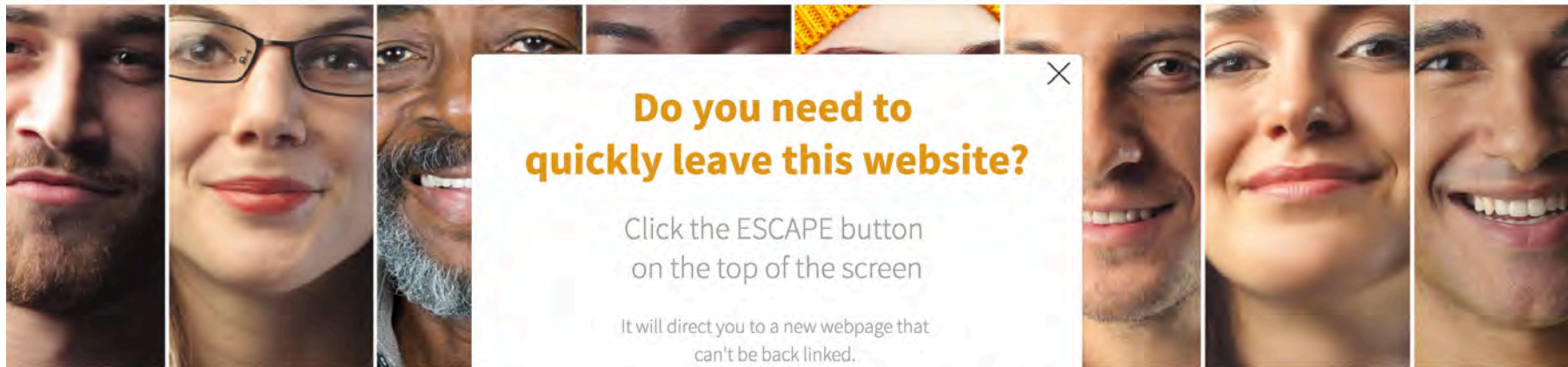


My Sister's House

To serve Asian and Pacific Islander and other underserved women and children impacted by domestic violence, sexual assault, and human trafficking by providing a culturally appropriate and responsive safe haven, job training, and community services.



WHAT WE OFFER

[HOME](#)[NEED HELP?](#)[WHO WE ARE](#)[WHAT WE DO](#)[RESOURCES](#)[MEMBERSHIP](#)[DONATE](#)[NEWS & EVENTS](#)

**Do you need to
quickly leave this website?**

Click the ESCAPE button
on the top of the screen

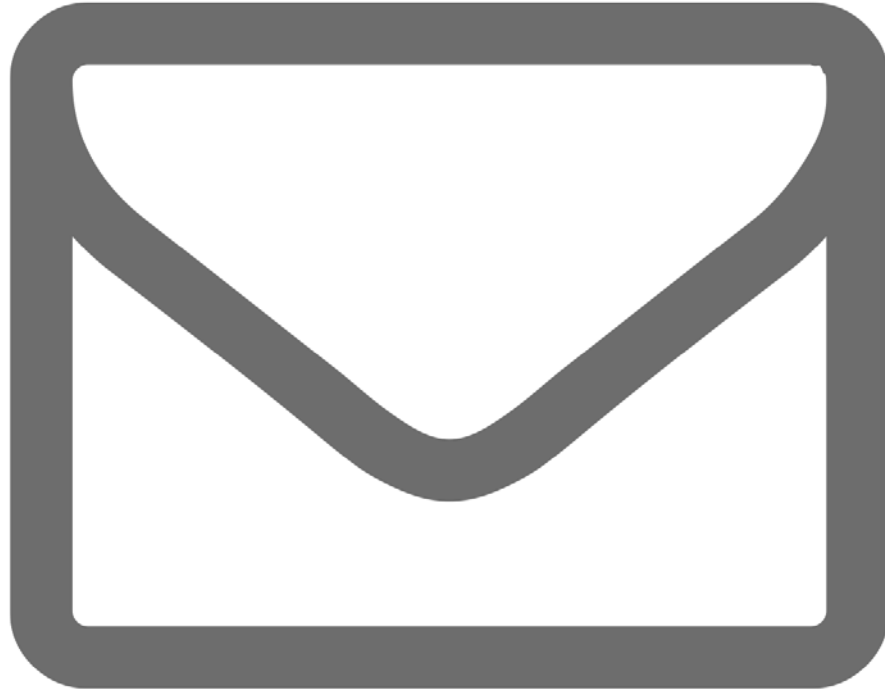
It will direct you to a new webpage that
can't be back linked.

ADVOCACY | EDUCATION | SUPPORT

[WHO WE ARE](#)[DOMESTIC VIOLENCE](#)[SEXUAL VIOLENCE](#)[OUR MISSION](#)

Improve safety alerts and exits

1. Have impossible to miss safety information
2. Ensure it's easy to click on exit
3. Break the back link



2. Adjust “contact us”

Contact Us

NCCADV

3710 University Drive, Suite 140

Durham, NC 27707

919-956-9124

FAX: 919-682-1449

[Carolina Alzuru](#) - Training Director, Colleges and Universities Representative

[Sameka Bennerman](#) - Staff Attorney

[Beth Chartrand](#) - Database Coordinator, Region 3 Representative*

[Sarah Colwell](#) - Staff Attorney

[Rachel Dooley](#) - Evaluation Coordinator, Region 5 Representative*

[Agatha Buell Eggers](#) - Director of Finance and Development

[Saira Estrada](#) - Latinx Program Specialist

[Deena Fulton](#) - Prevention Coordinator, Region 1 Representative*

[Catherine Guerrero](#) - Associate Director

[Roxanne Henderson](#) - Director of Development

[Trishana Jones](#) - Children and Youth Specialist, Region 2 Representative*

[Colleen Kochanek](#) - Lobbyist, Kochanek Law Group

[Lisi Martinez Lotz](#) - Response Systems Coordinator, ERS Funded Counties Representative

[Bonnie Louthan](#) - Financial Specialist, Non-Member Representative

[Dana Mangum](#) - Executive Director

[Amily McCool](#) - Legal and Policy Director

[Adé Oni](#) - Economic Justice Specialist

[Sharlene Popplewell-Johnson](#) - Grant Compliance Coordinator

[MariSol Rivera](#) - Administrative & Financial Specialist

[Cassandra Rowe](#) - Health Care and Housing Program Specialist

[Liz Stern](#) - Domestic Violence Health Care Program Coordinator, Region 4 Representative*

[Elizabeth Green](#) - CASE Program Specialist

It's time to say e**NO**ugh



@NCCADV

@michssa_egg

[HOME](#)[NEED HELP?](#)[WHO WE ARE](#)[WHAT WE DO](#)[RESOURCES](#)[MEMBERSHIP](#)[DONATE](#)[NEWS & EVENTS](#)

CONTACT US

WE WOULD LOVE TO HEAR FROM YOU!

You may contact us using the email form,
or just give us a call.

Northern Nevada

250 South Rock Blvd., Suite 116
Reno, NV 89502

Southern Nevada

3275 E. Warm Springs Rd.
Las Vegas, NV 89120

Phone (775) 828-1115

Fax (775) 828-9911

Your Name (required)

Your Email (required)

Organization

Title

Phone Number



HOME

NEED HELP?

WHO WE ARE

WHAT WE DO

RESOURCES

MEMBERSHIP

DONATE

NEWS & EVENTS

Reason for Contact (required)

Your Message

I'm not a robot



reCAPTCHA
Privacy - Terms

SEND

Thank you for your message. It has been sent.



3. Make “get help” links stand out



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DEPARTMENT OF DEFENSE Sexual Assault Prevention and Response Office

[HOME](#) [ABOUT PREVENTION](#) [VICTIM ASSISTANCE](#) [POLICY](#) [REPORTS](#) [RESEARCH](#) [NEWSROOM](#) [SAPR LIBRARY](#)

DoD Sexual Assault Prevention and Response Office

The Sexual Assault Prevention and Response Office (SAPRO) is responsible for oversight of the Department's sexual assault policy. SAPRO works hand-in-hand with the Services and the civilian community to develop and implement innovative prevention and response programs.

NOW AVAILABLE:
SAPR SOURCE

The *NEW* resource designed *EXCLUSIVELY* for SARCS, SAPR VAs, and SAPR Professionals

Announcements

[DoD Releases FY16 Annual Report](#)[DoD Releases MSA Report](#)[SAPR Source Now Available!](#)[DoD Retaliation Prevention and Response Implementation Plan](#)

SAPR SOURCE

Quick Links

- [Fact Sheet: APY 2015 - 2016 MSA Report](#)
- [Fact Sheet: SAPRO Overview](#)
- [Fact Sheet: Policy](#)

a movement by young people
< or young people, about relationships >

let's be real

Latest Blog Posts



Real Talk about Real Relationships

Every day, young people navigate relationships - crushes, breakups, sexuality, firsts, and hook ups - but they don't always have the space to talk about them, learn about them, or share

Be Real with Us

Tweets by [@BreaktheCycleDV](#)



It's Taco Bout It Tuesday on Snapchat!



LEARN

CAMPAIGNS

TAKE ACTION

BLOG

ABOUT US

NEED IMMEDIATE HELP?

TOGETHER WE CAN END DOMESTIC VIOLENCE & SEXUAL ASSAULT 73,231 HAVE JOINED NO MORE

SHOW YOUR SUPPORT

YOUR EMAIL ADDRESS

YOUR ZIP

JOIN US

APRIL IS SEXUAL ASSAULT AWARENESS MONTH

PRESS "ESC"
TO QUICK ESCAPE

A new tab will open
and this page will
redirect to Google.



4. Make it more mobile-friendly

Why is mobile important
for survivors?

What makes a website
mobile-friendly?





You are here: [Home](#) » [Get Help](#) » [Programs List](#)

NC Domestic Violence Service Providers

If you or someone you care about are in need of services, please locate your county and nearest DV agency below.

Local domestic violence agencies serve all 100 counties across North Carolina. They offer a variety of services, from 24-hour confidential crisis hotlines to emergency shelter to support groups and counseling.

Counties that begin with: [A-B](#) [C-F](#) [G-K](#) [L-M](#) [N-Q](#) [R-S](#) [T-X](#) [Y-Z](#)

STATE WIDE

Kiran

1012 Oberlin Rd.

Raleigh, NC 27605

Hotline: (877)-625-4726

Website: www.kiraninc.org

ALAMANCE COUNTY

Family Abuse Services of Alamance County

1950 Martin Street

Burlington, NC 27215

JACKSON COUNTY

(See [Macon County](#))

JOHNSTON COUNTY

Harbor, Inc

PO Box 1903

Smithfield, NC 27577

Office: (919) 938-3566

Crisis: (919) 631-5478

Fax: (919) 938-4515

Website: harborshelter.org

DONATE

Help make NC a safer place

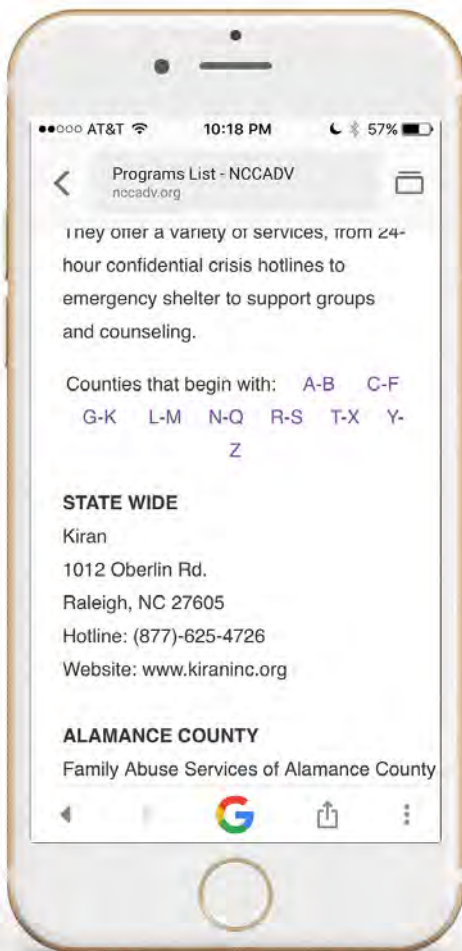
NCCADV
LEGISLATIVE
SUMMARY 2015-16

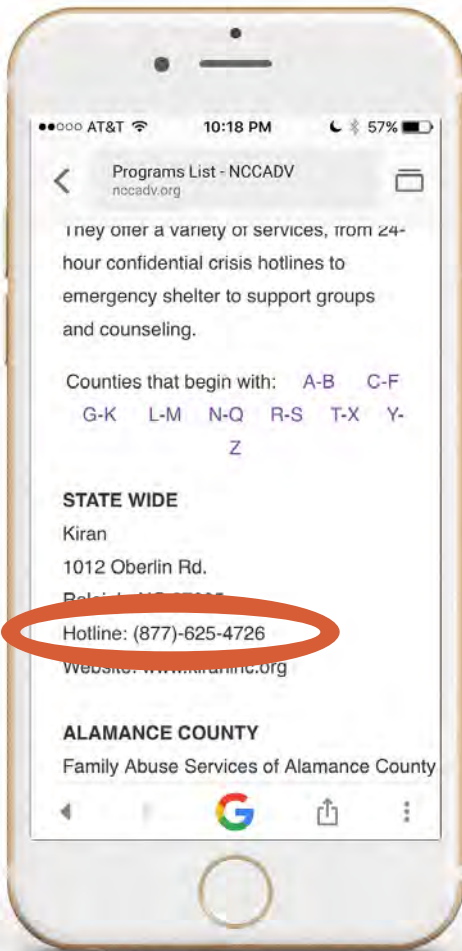
JOIN NCCADV

Enjoy the Benefits of Membership

It's time to say **eNO**ugh

HOPELINE





AT&T 10:18 PM 57%

Programs List - NCCADV
nccadv.org

They offer a variety of services, from 24-hour confidential crisis hotlines to emergency shelter to support groups and counseling.

Counties that begin with: A-B C-F
G-K L-M N-Q R-S T-X Y-Z

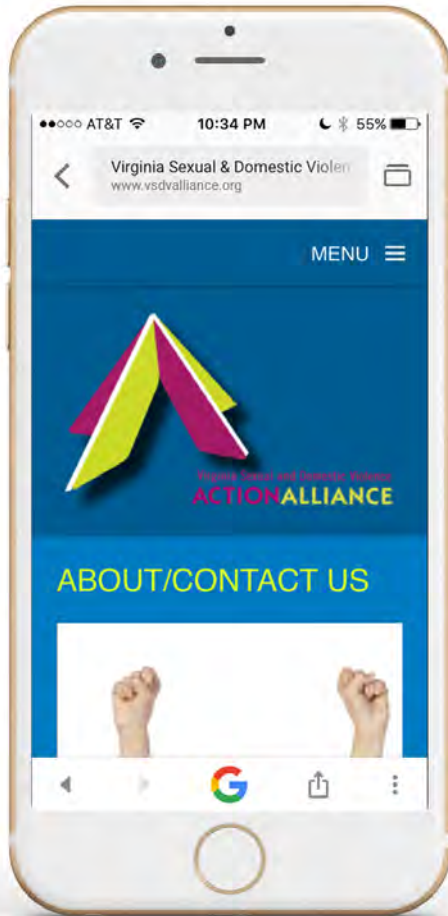
STATE WIDE

Kiran
1012 Oberlin Rd.
Raleigh, NC 27603
Hotline: (877)-625-4726
Website: www.kiraninc.org

ALAMANCE COUNTY

Family Abuse Services of Alamance County

 ***SPEED***



Speed Test Tools

- <https://developers.google.com/speed/pagespeed/insights/>
- <https://tools.pingdom.com/>
- <https://www.webpagetest.org/>



5. Upgrade Your Images



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HOME

About GERD

Diagnostic Tests and Tools

Related Conditions

GERD Risk Factors

GERD Treatments

- Lifestyle
- Lifestyle Modifications
- Diet Adjustments
- Head Elevation
- Drug Therapy
 - Antacids
 - H2 Blockers
 - Proton Pump Inhibitors
 - Outpatient (Minimally Invasive)
 - Stretta Procedure
 - Endoscopic Suturing
 - Injection Therapy
- Inpatient (Surgery)
 - Nissen Fundoplication

NURSE LINE

FIND A PHYSICIAN

FAQ

GERD Glossary

Contact Us

Advisory Board

Privacy Statement

Disclaimer

Site Map

Diet and GERD

You probably know this from experience: some foods and drinks tend to irritate the stomach lining and make it easier for stomach acid to "reflux" upwards into the esophagus. But you may not know that how you eat can also encourage this uncomfortable condition. If your stomach is too full, for example, acid can more easily reflux into your esophagus.

GERD Journaling

If you have gastroesophageal reflux disease (GERD), it's very important to discover what combination of foods and eating habits may cause your heartburn. While there are some common guidelines, everyone is different. Some GERD sufferers find it useful to keep a written log of their eating patterns and the specific foods they consume. It's a good way to uncover the specific things that predictably cause your heartburn. Once you know, you can adjust your diet and gain considerable relief.

Diet Adjustment

Let's face it, changing one's eating habits is tough. Nobody does it overnight – even with the motivation of painful acid indigestion. Those who succeed usually take it one step at a time. The good news is that even small lifestyle and diet adjustments can improve your health. You may find, for example, that eating certain foods late at night causes heartburn, but eating those same foods at a different time has no unpleasant effect.



Avoid Acidic, High-Fat Foods

Most people with GERD find that acidic and high-fat foods often give them heartburn. But most also find that only several foods of this type really cause problems, and may others don't. So experiment, and keep a food log. You may be surprised at some of the foods that pain you, and some that don't.

The Usual Suspects

The most common foods that aggravate GERD include:

- Alcohol
- Citrus (oranges, lemons, limes, etc.)
- Tomatoes and tomato sauce
- Coffee and colas with caffeine
- Chili powder and other spices
- Garlic
- Oregano
- Mints and chocolate

Safe Foods

Among the safest foods for most people are:

- Apples and bananas
- Green beans, carrots, broccoli and baked potatoes (as long as they don't have a high-fat topping)
- Most grains and cereals
- Low fat cheeses, including feta and goat cheese
- Fish, London broil steak, meat cooked on a grill
- Low fat candies like jelly beans, gummy bears or sucking candies

The Act of Eating

Your eating patterns can contribute to heartburn, or help relieve it. Most people find relief when they:

- Eat four or more smaller meals each day instead of three large meals.
- Eat a lot of fiber to encourage digestion.
- Drink a lot of water, but not during meals.
- Don't lie down or go to bed for two to three hours after eating.

Diet and GERD

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Avoid Acidic, High-Fat Foods

Most people with GERD find that acidic and high-fat foods often give them heartburn. But most also find that only several foods of this type really cause problems, and many others don't. So experiment, and keep a food log. You may be surprised at some of the foods that pain you, and some that don't.

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Welcome

About/Contact Us

Resources/ Help/Ayuda

Prevention

Training

Public Policy & Media

Member Services

Join Us / Donate

Who We Are

Why We're Here

Mission and Principles

Governing Body

Staff/Contact Us

The Virginia Sexual & Domestic Violence Action Alliance is Virginia's leading voice on sexual and intimate partner violence.

- As an **advocacy organization** we provide the expertise needed to ensure an effective response.
- As a **service provider**, we offer people resources for making informed choices.
- As a **membership organization**, we build diverse alliances across the state.

Find out more here:

- [2015 Virginia Family Violence & Sexual Assault Hotline Report: 22 years of Life-Saving Advocacy](#)
- [2014 Action Alliance Annual Report](#)
- [2013 Action Alliance Annual Report](#)

Who We Are





North Carolina Coalition Against Domestic Violence

NCCADV leads the state's movement to **end domestic violence** and to **enhance work with survivors** through collaborations, innovative trainings, prevention, technical assistance, state policy development and legal advocacy.



Child Advocacy and Services Enhancement (CASE)

We work to increase the skills of domestic violence service providers and community partners to serve children and youth through training and therapeutic services.



Stop Sexual Assault in Schools

Educating students, families, and schools about the right to an equal education free from sexual harassment

We proactively address the epidemic of traumatic sexual harassment impacting our nation's students. We provide students, K-12 schools, and organizations resources so that the right to an equal education is not compromised by sexual harassment, sexual assault, and gender discrimination.

- Home
- About Us >
- * Free Video + Action Guide
- Our Work in the Media
- Know Your Rights
- For Students & Families >
- Problem With Your School?
- Legal >
- K-12 Sexual Assault in the Media
- For Schools: The Crisis >
- Awareness Videos
- Share Your Story
- Get Involved >
- Helpful Forms
- Inaugural Guest Blogs >





Debra is a writer and storyteller. She is also a survivor of sexual assault.

Through programs to support survivors, educate the public about sexual violence, and improve public policy, RAINN is helping people like Debra.

[Learn More](#)

[Donate Now](#)

**National Sexual Assault Hotline.
Free. Confidential. 24/7.**

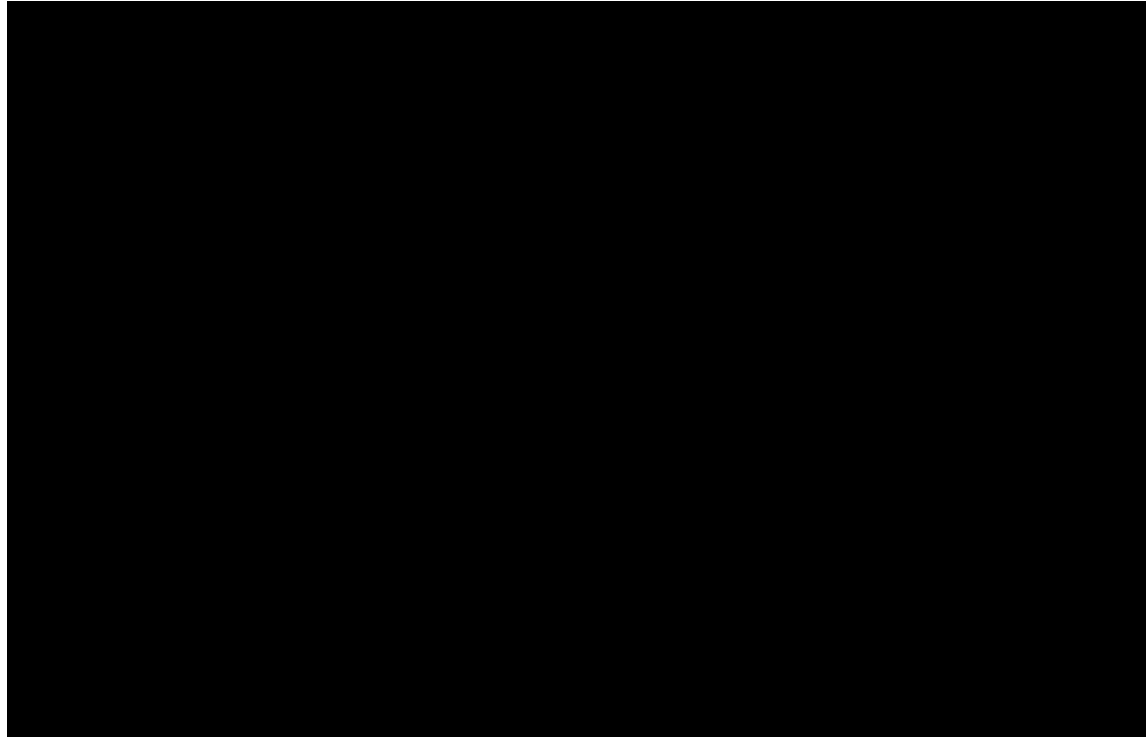


Call 800.656.HOPE



Chat Now

No Triggering Images



5 Survivor-Sensitive Features

1. Improve overlay and/or exit
2. Ensure “get help” button is prominent
3. Adjust “contact us” for safety
4. Make it more mobile-friendly
5. Upgrade your images

Small Group Exercise

- Get in groups of three
- Have a computer or at least a phone with you
- Take an action plan handout or take notes on your computer
- Go through your websites and see what needs to change

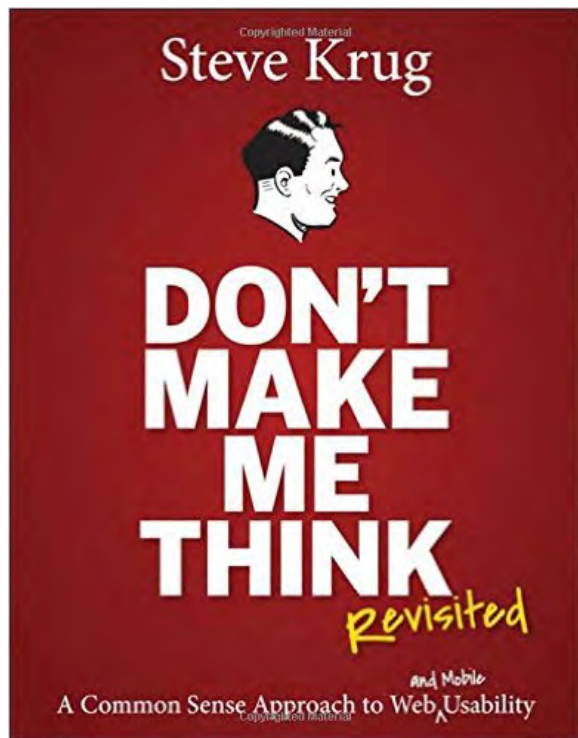
10 Ideas to Apply to Your Site

1. Make it obvious in five seconds
2. Reduce cognitive load
3. Increase readability of text
4. Fix broken links, typos, errors
5. Increase inclusive terminology + images
6. Improve safety alerts + exits
7. Ensure “get help” button is prominent
8. Adjust “contact us” for safety
9. Make it more mobile-friendly
10. Upgrade your images

Start with the ones that are most do-able!

Pick some for the short term, some for the long term.

Further Resources



NCCADV
Webinar on
August 11th
2 – 3pm

melissaegg.com/blog

Let's start the trend of
trauma-informed websites!