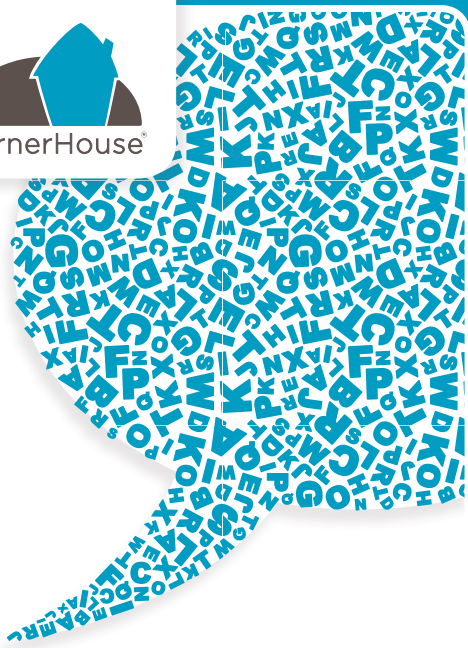




CornerHouse®



**we listen.**

## CAREGIVERS MAY HAVE QUESTIONS ABOUT THE FOLLOWING TOPICS; IF SO, SOME ADDITIONAL INFORMATION MAY BE HELPFUL:

### What about a medical examination?

A medical exam by a specially trained pediatrician may be scheduled at CornerHouse for a later date and time. CornerHouse strives to ensure that the medical exams do not cause additional stress; in fact, many times the exam can relieve anxiety about any health concerns.

**What happens to the interview and medical information?** CornerHouse respects the privacy of every person served. The interview and medical exam are part of an investigation and the information is protected by state confidentiality laws.

**How can caregivers help?** Individuals express themselves through emotions, words and behavior. Caregivers may need to provide some extra support during this time. If the person talks about what happened, it's best to listen and provide reassurance in a way that feels comfortable (e.g. Thanks for telling me what happened; I'm so proud you told; That's not your fault). Do not ask questions about what happened.

**How can families cope?** Regardless of the outcome, the investigative process can be stressful for families. It is important for everyone to get the support they need. When families come to CornerHouse, they may have the opportunity to talk more with the Family Support Coordinator about what may be helpful.

## EVERY CAREGIVER NEEDS TO KNOW:

### What is CornerHouse?

- CornerHouse is an independent non-profit agency that works with law enforcement, child protection, and other professionals.
- CornerHouse is a safe and child-friendly place where we listen to children, adolescents and vulnerable adults who may have been abused or witnessed violence.

### How can caregivers prepare individuals for the interview?

- Caregivers can tell an individual that CornerHouse is a safe place to talk about what happened. Let them know that many children, adolescents and vulnerable adults come to CornerHouse, and it is okay to talk with the people there.
- Caregivers should not question individuals before coming to CornerHouse; this will help make sure they do not get tired of answering questions before the interview.
- A younger child may bring a comfort item (such as a blanket) but should not bring items that encourage fantasy play (such as dolls or video games). While the child may have the item in the lobby while waiting for the appointment, the child may or may not be allowed to bring the item into the interview room.

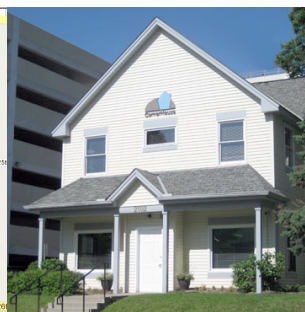
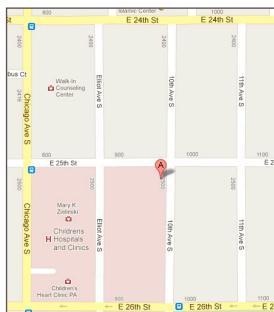
### What happens when families get to CornerHouse?

- CornerHouse interviewers talk with caregivers to learn about the individual being interviewed, and to explain what is going to happen during the appointment.
- Interviews are conducted in a separate room; interviews are video-recorded and professionals involved observe interviews from another room. Caregivers are not permitted to observe interviews because they are part of an investigation. The trained interviewer may be male or female.
- During interviews, caregivers may have the opportunity to meet with the CornerHouse Family Support Coordinator who provides support and resources.
- Following CornerHouse interviews, law enforcement and/or child protection investigators generally meet briefly with caregivers. They may explain what they can about the investigation and answer questions about what will happen next.
- Families should plan to spend about **2 hours** at CornerHouse for their appointment. Interviews will typically begin 10 - 20 minutes after the individual arrives at CornerHouse.

### What if families have questions about the appointment?

- Families can call the investigator who made the appointment. In order to protect the confidentiality and safety of our clients, CornerHouse does not provide appointment information to callers over the phone.

*To protect the confidentiality of all who enter CornerHouse, the use of mobile electronic devices on the premises is strongly discouraged. All such devices must be turned off prior to entering the interview room.*



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