



Miriam College

SAFELINE

Service

Information and Guidelines



What is the SAFELINE service?

The **MC Safeline** will be an anonymous and confidential telephone service for MC students, faculty and staff. It has the following purposes:

- to receive reports on incidents, policy violations, or concerns related to safe spaces,
- to offer advice and support to those who experience any kind of in-school harassment,
- to refer callers to appropriate resources or services on matters related to harassment for further information and support.

How will SAFELINE operate?

The operational principles of SAFELINE will be closely aligned with those of safespaces@mc.edu.ph, which is the email channel for reporting incidents of misconduct. Like the email channel, SAFELINE is guided by the principles of confidentiality, due process, and fair investigation.

Two experienced counselors will be receiving calls on these four numbers:

GLOBE:
0917 - 706 1376 • 0917 - 706 1545

SMART:
0918 - 964 5301 • 0998 - 982 0537

SAFELINE will be operating from **Mondays - Fridays, 3:00pm - 10:00pm** to facilitate privacy and convenience.



How will calls be handled?

- ▶ All calls will be considered confidential. Callers will be encouraged to give their names and contact details to facilitate follow-up action. Only the SAFELINE counselors will know the identities of the callers.
- ▶ Anonymous calls will be assigned a case number for documentation purposes.
- ▶ Anonymous callers will be asked to contact SAFELINE after a given period to be informed of actions that will be taken.

What information will be collected?

- ▶ SAFELINE counselors will request for details of the incident to help in the investigation of the report.
- ▶ Reports of incidents of sexual harassment, intimidation, and bullying will be referred to the following mechanisms for the proper action:
 - a) Institutional Committee on Decorum and Investigation
 - b) Employee Discipline Committee
 - c) Unit-level discipline committees
 - d) Institutional counseling services
 - e) Unit-level guidance and counseling services

How will the investigation be conducted?

- ▶ The concerned mechanism will contact the reporting party to investigate the case. Due process and confidentiality will be observed.
- ▶ The complainant will be directly informed of the result of the investigation
- ▶ Once the case is resolved, the SAFELINE team will be informed of the outcome for needed follow-up and proper documentation.

What other services will be provided by SAFELINE?

- ▶ Should the caller need counseling support, the counselor will refer him/her to internal guidance and counseling services or to an external resource.
- ▶ SAFELINE service will also provide information on the ways the school handles issues related to other safe space concerns and violations, such as bullying, social media abuse.



Miriam College
SAFELINE
Service



GLOBE:

0917 - 706 1376 • 0917 - 706 1545

SMART:

0918 - 964 5301 • 0998 - 982 0537

Available from **Mondays-Fridays**

3:00 pm - 10:00 pm

Miriam College
Katipunan Avenue, Loyola Heights,
Quezon City 1108, Philippines
www.mc.edu.ph