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## **Emergency response to sexual and other types of assault and sexual harassment incidents at CEU PU**

### **A guide for First Responders in the Vienna Campus**

#### **Who is a “first responder”?**

‘First responder’ is the first person with whom someone shares that they have been a victim of a sexual or any other type of assault, or a sexual harassment incident. Anyone at CEU might be a ‘first responder’. People holding certain job positions, like security guards and receptionists are more likely to be reached out in emergency cases, but supervisors, colleagues and classmates might also be first responders.

#### **How to react as a first responder?**

As a first responder, the way that you react to someone reaching out to you can have a long-lasting impact on the victim’s ability to recover from a potentially traumatic experience, and their willingness to report the incident.

#### **STEP 1: ESTABLISH IMMEDIATE SAFETY**

When someone witnesses a (sexual) assault or sexual harassment incident at CEU’s campus, events or in connection with a CEU community member, their first priority should be to ensure the victim’s safety and well-being.

**In the presence of an immediate threat (sexual or other type of assault, injury, or harm to the victim<sup>1</sup>), you should call the police immediately by dialing 133 or 112.**

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<sup>1</sup> Please see Annex I for a full list of punishable acts under Austrian Penal Code.

These hotlines can be dialed even if there is no credit on the mobile phone. The police are obliged to intervene promptly in cases of violence. In case of life-threatening emergencies **this number should be dialed first**, and only then the Campus Emergency Line. 0 should be dialed first if calling from a CEU landline phone.

People with hearing impairment can ask for police assistance by sending an SMS to 0800 133 133.

If the victim is unconscious, harmed or under apparent influence of intoxicating or psychoactive substances call the Ambulance at 144.

If the risk of violence is not imminent, ask the victim: *“What do you need the most right now? How can I help?”*. **Listen to the victim** regarding their need of any immediate measures of safety and **facilitate access to emergency services**. This might include calling the Police (133), and/or medical assistance (144).

Don't take any action against the victim's will but **encourage them to report** and **proactively offer assistance in doing so**. Remember that a big proportion of our community members don't speak the local language nor have a support network, and are therefore in a much more vulnerable position while in an emergency. They will be more dependent on you to make the phone call yourself if you speak the local language and to provide translation when necessary.

Criminal actions, potential criminal actions and other emergencies on campus should be reported immediately to **Campus Emergency Line: [insert number]**

CEU senior management must be notified that an emergency has occurred: please get in touch with [name and role], at [phone number and email address]

In addition, if the emergency involves a student, please notify the Dean of Students office during working hours at [phone number and email address]

- **Do not leave the person alone if they don't feel safe.** Accompany them yourself to a safe space and stay with them until they feel safe and/or somebody else comes to keep them company.

## STEP 2: LISTEN AND BE SUPPORTIVE

DOs	DON'Ts
<p><b>Reassure the victim that they have done the right thing</b> in coming forward to you and reporting the incident.</p>	<p><b>Do not ignore, minimize or downplay the incident.</b> (<i>“Relax, it is not a big deal”, “It happens to all of us”, “Go home and try to forget about it”</i>).</p> <p>Not responding to an incident of (sexual) assault or harassment means encouraging it. In accordance with Austrian legislation, management staff, superiors and employers have the duty of care for the welfare of their staff and are obliged to take actions against persons engaging in sexual harassment.</p>
<p><b>Encourage the person affected to get help and report.</b></p> <p><i>“Would you like me to take you to the hospital for an exam?”</i></p> <p><i>“Would you like me to call an ambulance?”</i></p> <p><i>“Would you like me to call the Police?”</i></p> <p><i>“Would you like me to (arrange for someone to) accompany you to the Police station to make a report?”</i></p> <p><i>“Would you like me to help with arranging psychological counselling?”</i></p> <p>In Austria, if someone does not speak German, they have the right to an</p>	<p><b>Never discourage a victim from reporting.</b></p>

<p>interpreter free of charge. If they are reporting a crime of sexual violence, they have the right to ask for a police officer of the same sex.</p>	
<p>It is helpful to <b>write notes during or immediately after the conversation</b> including the options discussed and recording the decision(s) the person made. Be sure to keep this written record securely.</p>	<p><b>Avoid doing anything against the will of the person affected, unless there is immediate threat (sexual assault, injury, or harm to a third person).</b></p>
	<p><b>Do not doubt the credibility</b> of the information about the incident no matter how confused the person might sound like in their account of the events (“These things don’t happen in Vienna/on campus”; “I don’t think he is capable of doing such a thing”).</p>
	<p><b>Do not judge the victim</b> or imply that what happened is somehow their fault (“<i>What were you wearing?</i>”, “<i>Why were you there on your own?</i>”, “<i>Have you been drinking?</i>”). Fear of being blamed is a huge part of why victims/survivors do not seek help.</p>

Be aware that a person disclosing a (sexual) assault or harassment incident may display a range of emotions and behaviors including shock, fear, confusion, feeling numb, feelings of guilt, responsibility, withdrawal, denial or disbelief, agitation, distress and anger. Typically, a person who has experienced (sexual) assault is feeling disempowered, so a priority in responding to a disclosure is to help to give them power back by **establishing trust, providing information about their options, and respecting their choices.**

Your role is to **listen and offer immediate support options, not to investigate the incident, or provide counselling**. Focus on the person's physical and emotional wellbeing and only collect information necessary to facilitate access to services (counselling, medical, police or legal support). Listening attentively and responding clearly and compassionately can assist the person to feel safe.

### **STEP 3: FACILITATE ACCESS TO SERVICES**

It is not your role to decide what the victim does next, but it is important you provide information (including printed copies) for the various contacts and support services so they can self-refer.

In case of sexual assault, please make sure that the victim is informed about the importance of:

- Seeking medical help.
- Seeking psychological counselling.
- Collecting forensic evidence to support an investigation. In cases where this applies, inform the victim that they should not bathe, douche, change clothes or apply medication so that an investigation can be conducted promptly and evidence preserved. The opportunity to collect forensic evidence after a sexual assault is time-limited. In circumstances where the victim is unsure as to whether they wish to make a formal police report (to be investigated), it is important that forensic evidence is collected and stored by police at an early stage, as the person can make a decision to make a formal report about the incident to police later.

### **CEU Psychological Counselling for students.**

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Personal counselling is free and available to students who seek support. Face-to-face appointments and online counselling can be arranged. There is no walking service; please ask for an appointment.

[Location/address]

[Working days and hours]

## **CEU Medical Center**

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The CEU Vienna Medical Center Vienna is located on [address]

**[name of the person in charge]**

**[Email address/contact details]**

[Opening days and hours]

## **Hotlines and Services in Austria.**

### **WOMEN'S HELPLINE 0800 222 555**

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WOMEN'S HELPLINE OFFERS help to women and girls who are experiencing or are being threatened by violence (physical, psychological, sexual, structural and / or economic violence). Free initial and crisis-related counselling by phone and immediate help in particularly dangerous situations.

Phone: 0800 222 555, 24 hours a day, even on Sundays and public holidays.

Email: [frauenhelpline@aoef.at](mailto:frauenhelpline@aoef.at)

Website: [www.frauenhelpline.at](http://www.frauenhelpline.at)

## **Online counseling for women\* and girls\* who are affected by violence.**

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Help with all forms of violence: physical, mental, sexualised, psychological, family violence; digital violence, hate on the internet and much more.

Helpchat: Daily from 6pm to 10pm and every Friday from 9am to 11am

Website: [www.haltdergewalt.at](http://www.haltdergewalt.at)

## **Hotlines and Services in Vienna**

### **24-Hours Women's Emergency Helpline - 01 71 71 9**

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The 24-Hour Women's Emergency Helpline is a contact point for all women and girls from 14 years who experience or have experienced sexual, physical and/or psychological violence - no matter how much time has passed since then.

Phone: + 43 1 71 71 9 - 24 hours a day,  
even on Sundays and public holidays.

Online counselling via e-mail: [frauennotruf@wien.at](mailto:frauennotruf@wien.at)

Website: [www.frauennotruf.wien.at](http://www.frauennotruf.wien.at)

- Free of charge, confidential, and anonymous by victims' choice.
- Telephone counselling in German, Bosnian/Croatian/Serbian, English, Farsi, Polish and Spanish.
- Personal counselling sessions upon prior phone appointment - with video interpreting if needed.
- The team consists of clinical and health psychologists, social workers and lawyers (all female).
- Access to the counselling center and rooms is barrier-free.
- In emergencies, they offer immediate support and crisis intervention, accompanying victims on their way to the police, to victims' counselling services, to court or to hospital.
- Counselling is provided by trained psychologists, social workers and lawyers.

- Victims get psychosocial support, and the team organizes legal counsel during court proceedings.
- Clients facing problems other than violence are referred to competent counselling services and institutions in Vienna.

### **Intervention Centre against Domestic Violence**

*Wiener Interventionsstelle gegen Gewalt in der Familie*

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Neubaugasse 1 / 3, 1070 Wien

Phone: 01 585 32 88

E-mail: [office@interventionsstelle-wien.at](mailto:office@interventionsstelle-wien.at)

Website: [www.interventionsstelle-wien.at](http://www.interventionsstelle-wien.at)

### **Women's Counselling Centre Emergency Call for Sexual Assault**

*Frauenberatungsstelle Notruf bei sexueller Gewalt*

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Röttergasse 13 / 8, 1170 Wien

Phone: 01 523 22 22

E-mail: [notruf@frauenberatung.at](mailto:notruf@frauenberatung.at)

Website: [www.frauenberatung.at](http://www.frauenberatung.at)

### **Men's Counselling**

*Männer Beratung*

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Men's Counseling Vienna offers psychological, psychotherapeutic, social and legal help for men\*, trans men, intersex and non-binary people of all sexual orientations who are or were victims of violence and traumatic events (among many other topics).

General advice, violence prevention, LGBTIQ+  
Senefeldergasse 2/25, 1100 Wien

Psychotherapy, violence prevention  
Erlachgasse 95/5, 1100 Vienna

Victim protection & court assistance, men BBE  
Keplerplatz 12/21, 1100 Vienna



Youth work, men BBE, training center  
Muhrengasse 22, 1100 Vienna

Phone: +43 1 603 28 28

In crisis situations around the clock: 0800 400 777

Email: [info@maenner.at](mailto:info@maenner.at)

Website: [www.maenner.at](http://www.maenner.at)

## **COURAGE BERATUNGSTELLE**

*COURAGE counseling center*

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COURAGE is the first professional advice center, officially recognized by the Austrian Family Ministry, for lesbian, gay, bisexual, transgender and intersexed people, as well as their families.

Windmühlgasse 15, 1060 Vienna

Phone: 01 585 69 66 Monday to Thursday 9AM to 3PM

Email: [info@courage-beratung.at](mailto:info@courage-beratung.at)

Website: [www.courage-beratung.at](http://www.courage-beratung.at)

## **STEP 4: REPORTING OPTIONS**

When discussing reporting options, the privacy and choices of the person making the disclosure must always be respected. As a first responder, **you must not force, but encourage victims to report** instances of (sexual) assault and sexual harassment, and if requested, assist them in doing so, both to the Police and to CEU.

### **CEU reporting mechanisms**

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CEU has a 24/7 online platform for submitting anonymous disclosures, informal and formal complaints of harassment and sexual harassment: **SpeakApp**. It can be accessed through a smartphone, laptop or desktop computer after login with CEU credentials.

Informal complaints entered through the *SpeakApp* are handled by CEU's Ombudspersons Network (ON), who can provide confidential guidance to victims and witnesses of harassment and sexual harassment. The reporting person can choose which Ombudsperson they want to handle their case. Members of the ON can also be contacted via email.

Formal complaints entered through the *SpeakApp* reach the Chair of the Disciplinary Committee; they might trigger an investigation and disciplinary sanctions. The chair of the Disciplinary Committee, [name] can also be reached via email:

## **ANNEX I**

### **Punishable acts under Austrian Penal Code:**

- bodily harm and grievous bodily harm (Austrian Penal Code, StGB §§ 83 and 84)
- maliciously inflicted grievous bodily harm (§ 87)
- deprivation of liberty (§ 99)
- human trafficking (§ 104.a)
- coercion and grievous coercion (§§ 105 and 106)
- dangerous threats (§ 107)
- insistent persecution (stalking) (§ 107.a)
- continued exercise of violence (§ 107.b)
- rape (§ 201)
- sexual coercion (§ 202)
- grievous sexual abuse and sexual abuse against minors (§§ 206 and 207).
- repeated exercise of violence (§ 107b)
- abuse of a position of authority (§ 212)
- sexual harassment (§218 (1): a person performs a sexual activity on or in front of another person under circumstances where this activity is likely to cause justified irritation in the victim.
- insult and assault (§ 115): insulting, mocking, physically abusing or threatening another person with physical abuse in public or in front of a number of people

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