

ESTABLISHMENT OF ANTI-SEXUAL HARASSMENT (ASH) HOTLINE

On the establishment of ASH hotline, the LGU will ensure that the personnel assigned to attend the hotline are knowledgeable on gender-based sexual harassment (GBSH) and the forms of assistance made available by the LGU.

1. Qualifications of ASH Hotline Operator

The ASH Hotline Operator must possess the following qualifications:

1. Good communication and active listening skills;
2. Can speak and understand the local dialect or at least the Filipino language;
3. Attitude that show empathy and understanding of the victim-survivor and committed to keep the confidentiality of the complaints/reports;
4. Familiarity on gender-sensitive manner in handling complaints/reports of gender-based sexual harassment; and
5. Trainings and orientation on the following:
 - a. Anti-Sexual Harassment Act (R.A. No. 7877)
 - b. Anti-Violence Against Women and their Children Act (R.A. No. 9262)
 - c. Anti-Photo and Video Voyeurism Act (R.A. No. 9995)
 - d. Anti-Child Pornography Act (R.A. No. 9775)
 - e. Special Protection of Children Against Abuse, Exploitation, and Discrimination Act (R.A. No. 7610)
 - f. Anti-Trafficking in Persons Act (R.A. Nos. 9208 and 10364)
 - g. Provisions of the Revised Penal Code which are related to gender-based violence
 - h. Relevant provisions of the Family Code
 - i. Existing services of the city/municipal government and those provided under the ASH Referral Network
 - j. Protocols in handling gender-based sexual harassment

2. Functions of the ASH Hotline Operator

The ASH Hotline Operator shall have the following functions:

1. Receive complaints/reports involving gender-based sexual harassment;

2. Assess the nature of the assistance needed and facilitate the referral to ASH Desk or to the appropriate service providers for legal, medical, psycho-social, safety, security, and other assistance or services;
3. Record, maintain and update a database of complaints/reports received through the ASH Hotline; and
4. Perform other related functions as may be assigned.

3. Protocols in Handling Complaints/Report Received through the ASH Hotline

The ASH Hotline Operator must observe the protocol in handling complaints/reports received through the ASH Hotline:

1. When speaking, stay calm at all times. Speak in the local dialect or at least in Filipino language;
2. Get as many details as possible, including the personal circumstances of the caller and/or the victim-survivor, to have a clear picture of the incident being reported;
3. Ask the caller what specific assistance is being sought. If the caller has no specific request, assess the nature of the complaint/report and determine what assistance may be given to him or her. Provided, that the consent of the caller is obtained first before referral is made;
4. Written records and audio recordings of complaints/reports, if available, reports, and inquiries involving sexual harassment shall be preserved and kept confidential and separate from the other emergency reports at all times. Such records shall be preserved for at least one¹ (1) year. As such, the ASH Hotline Operator shall ensure that no use, viewing, copying, disclosure or publication of such written records, audio recordings and reports shall be made unless, the same is ordered by the court or other body with competent jurisdiction; and
5. For calls which are mere queries related to the Safe Spaces Act and other related laws, ordinances, rules, and regulations, the caller may be directed to the ASH Desk Officer to give ample time for explanation.

¹The LGU may decide a different period for this.