

# Response

MAR 2021

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### **Shelter Services Assistant**

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### **Shelter Supervisors**

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*Barbara Copp*

*Sally Hartz*

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[www.responseva.org](http://www.responseva.org)

## Forward Vision

The past year was incredibly difficult for our country and our community. In spite of all the hardships faced this year, we experienced a surge of generosity from so many and we are incredibly thankful for your continued support of our agency.

For 41 years, Response has served survivors of domestic and sexual violence and their families. The pandemic has not changed our commitment to helping survivors find hope and healing, but it has called for us to adapt. As we look forward to the fresh start the new year offers, we want to share our vision for serving this community as we all adjust to a new normal.

Our vision for 2021 is to strengthen our core services while expanding our outreach. While the vision may sound simple, it will take strategic planning and implementation to pull it off. We have set three main goals to help us reach our vision. It is our belief that improvement in these foundational areas will help us reach more survivors and allow us to better provide for their immediate needs.

Our three main program goals are:

1 — Increasing Community Awareness of Agency Services: So often when we begin working with a survivor we hear, “I wish I had known about you sooner.” We are currently working on outreach strategies to change that narrative because you can’t provide a service to people if they don’t know that the service is available.

2 — Building Better Community Partnerships: There are a lot of moving parts that go into keeping a survivor safe and some of our partnerships have gotten a little rusty. We’re working on solutions to strengthen those.

3 — Developing Effective Safety Planning: This is a core service that is so important to the survivors we work with. Safety planning has changed drastically during the pandemic and agencies like ours have struggled to adapt. We are working with our state agency to determine new and effective strategies for protecting survivors.

If our 2021 vision sounds like something you would like to be a part of, please reach out so that we can discuss how you can get involved. We look forward to hearing from you!

— Beth Ogle, Executive Director, [betho@responseva.org](mailto:betho@responseva.org)

**Our Mission: Response is a Shenandoah County community organization dedicated to preventing and helping people overcome the problems of sexual and domestic violence and other forms of abuse through outreach, advocacy, education and supportive services.**

## 2021 Schedule of Events/Awareness Campaigns

These dates are highlights of our 2021 programming. Please follow our website, [www.responseva.org](http://www.responseva.org) and our Facebook page for details as each event gets closer.

### [Teen Dating Violence Awareness Month \(February 1— February 28 2021\)](#)

This February we recognize TDVAM by educating our community on the signs that can help you recognize if you or someone you care about is experiencing teen dating violence. Stay tuned to our Facebook and Twitter pages on how you can participate in raising awareness.

### [Moving Beyond Support Group \(March 2021\)](#)

In March we begin a new session of our Moving Beyond Support Group. This 8-week support group is open to all survivors of sexual & domestic violence. We offer a hybrid virtual and in-person setup due to COVID-19 restrictions. This group will focus on life skills, healthy relationships, assessing anger styles and learning to cope in a healthy manner. Survivors will also develop their personalized safety plan in the first two group sessions. Moving Beyond will start on Wednesday, March 10, 2021 and a time will be determined after assessing what is best for participant schedules. Call Sarah Hulver for registration information at 540-459-5599.



### [Sexual Assault Awareness Month \(Apr. 1– Apr. 30 2021\)](#)

We recognize SAAM this April with awareness materials on responding to and preventing sexual assault in our communities; hosting a Denim Day virtual event; and a display in the Shenandoah County Chamber of Commerce window. Stay tuned to our Facebook and Twitter pages on how you can participate in raising awareness.

### [Child Abuse Prevention Month \(Apr. 1—Apr. 30 2021\)](#)

CAPM is also recognized in April by promoting awareness about the dangers of child abuse and steps that can be taken to prevent it in our community. We are hosting our annual Ribbons 4 Kids contest again this year; check out page 3 of this newsletter to see how you and your children can participate!

### [World Elder Abuse Awareness Day \(June 15, 2021\)](#)

World Elder Abuse Awareness Day is recognized annually on June 15. The day aims to focus global attention to the problem of physical, emotional, sexual, and financial abuse of elders. Throughout the month of June we will spread awareness and educate our community on elder abuse and the various forms it takes.

### [Domestic Violence Awareness Month \(Oct. 1– Oct. 31 2021\)](#)

This October, in honor of Domestic Violence Awareness Month, Response will host candlelight walks throughout the County to honor survivors and victims of domestic violence. Also, look for a display in the Shenandoah Co. Chamber of Commerce window in Woodstock.

### [Celebration of Hope \(Fall 2021\)](#)

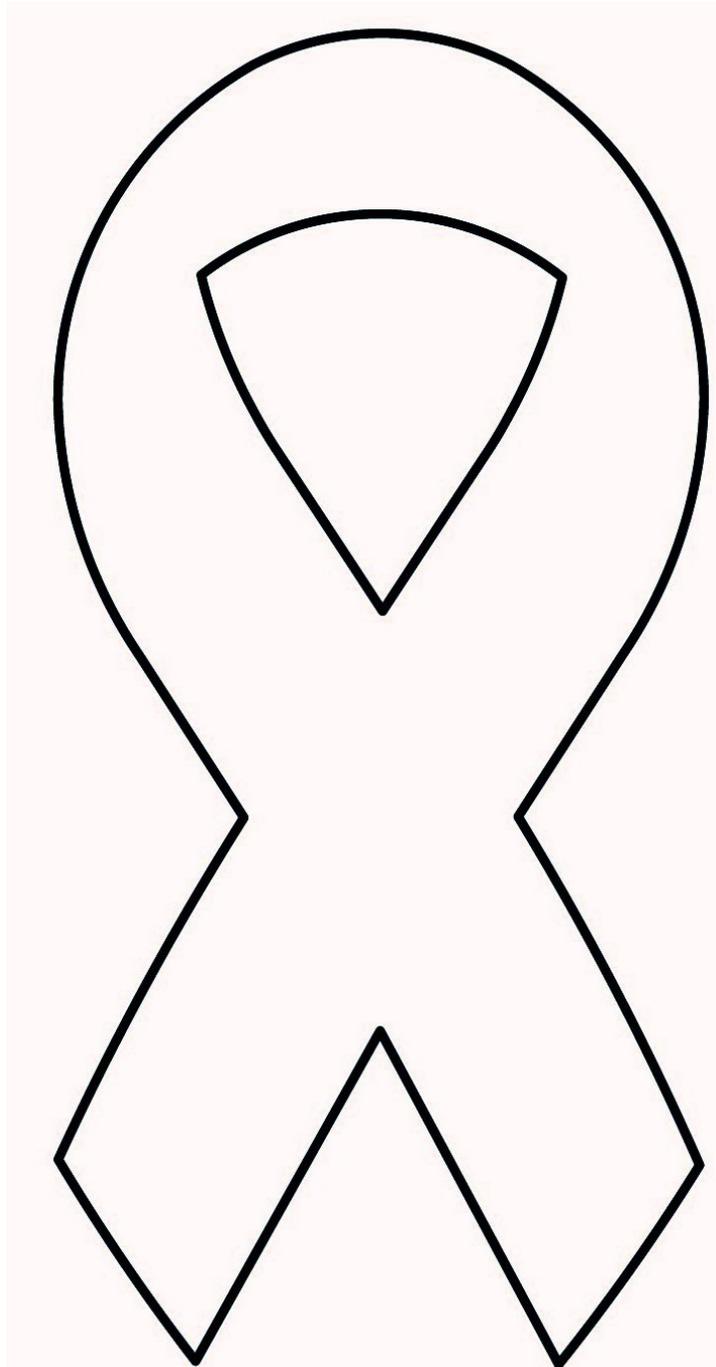
Watch our Facebook page and website for more information about this fall fundraising event! Proceeds from the Celebration of Hope are essential to serving the direct needs of Response clients. We hope you are able to join us!

### [Giving Tuesday \(November 30, 2021\)](#)

We will celebrate Giving Tuesday on Nov. 30 this year by spreading awareness about our organization and the various services that we provide. We will also host a fundraiser to help support our organization on this day.

## Ribbons 4 Kids

April is National Child Abuse Prevention Month and in recognition of its importance, Response will host a ribbon decorating contest during the month of April. The **Ribbons 4 Kids** contest will run from April 1, 2021 through April 30, 2021. A panel of judges will choose one grand prize winner from each age group.



### Eligibility

Participants must be Pre-K through middle school aged children who live in Shenandoah County.

Contest groups are as follows:

- Preschool ages 2-5 years
- Elementary ages 6-10 years
- Middle ages 11-13 years

### Entering the Contest

Participants can enter by decorating the ribbon using whatever coloring items they wish (crayons, markers, colored pencils, etc.) to symbolize Child Abuse Prevention Month.

With the drawing, please include:

The child's first and last name; Age; Town;  
Telephone number

### Mail entries to:

**Response, Inc.**

**Attn: Jenna Bradley**

**P.O. Box 287**

**Woodstock, VA 22664**

Response, Inc. cannot be responsible for any late, lost or damaged entries.

### Ribbon Significance

The blue ribbon has served as a reminder to end child abuse since 1989 when one grandmother from Norfolk, VA made a personal commitment to wear a blue ribbon after her own grandson was killed at the hands of his mother's abusive boyfriend. Out of her tragedy emerged a national symbol of the need to protect our children. ([www.brightfutures4kids.org](http://www.brightfutures4kids.org))

*The Fine Print -- By submitting an entry, you acknowledge that if you win the ribbon designing contest, Response, Inc. will own all rights to use, modify, reproduce, publish, perform, display, distribute and promote the artwork in perpetuity without compensation to you or any other person.*

#### Release

*By entering the contest, winners and their parents or legal guardians release and agree to hold harmless Response, Inc. and each of their employees, from any liability whatsoever in connection with entering the contest, accepting any prize, or anything that may arise related to the contest.*

## Goodbyes and Gratitude

As June came to a close we said farewell to our Executive Director, Jennifer Morrison. It is never easy to lose a leader, and especially one as dynamic as Jennifer! There have been many changes and growth in her 12+ years here at Response. During that time we had added a Volunteer and Outreach Coordinator, increased our court advocate position to full-time and added attorney services, expanded our in-school prevention programs, and began sending our bi-annual newsletter to all households in Shenandoah County. Our building is in better shape than ever, as we have secured maintenance services, performed major upgrades to our building's HVAC system, and made numerous other cosmetic and structural improvements. Jennifer led Response as we increased awareness of intimate partner violence and normalized the conversation about the need for our services in our community. Her leadership was invaluable, but we know she is doing great things in her next chapter.

In August we had the pleasure of welcoming Rhonda Buckley-Bishop as our short-term Interim Director. Rhonda helped our programs become more efficient and was an excellent mentor who prepared existing staff to step into the Executive Director role. We are extremely grateful for the gifts she brought to our organization in the brief time she was with us.

And now Response is so very fortunate to welcome Beth Ogle as our new Executive Director! Beth formerly served as our Court Advocate where she was an invaluable support to many clients; she has been working hard for the past few months as she transitions into this new leadership role. Beth has a true passion for this field, and she is looking forward to working with the staff and board to ensure that Response is a well-known and highly respected resource in our community.

## Teen Dating Violence Awareness Month

*By: Kylie Stottlemyer and Savannah Miller*

Please join us as we observe February as Teen Dating Violence Awareness Month. Response is recognizing this important awareness month by promoting educational tools and resources that encourage safe and healthy relationships.

Teen dating violence may not impact you personally, but chances are that a friend or loved one in your life might be in an unhealthy relationship; it's good to know how to recognize signs of abuse and to be able to respond in a supportive way that will provide help for the teen in your life.

Just like in cases of adult domestic violence, teen dating violence can manifest as physical, emotional, sexual or technological abuse and occurs in both heterosexual and same sex relationships. Dating violence can occur in online relationships as well. Teens are especially vulnerable to dating violence because they lack experience and knowledge of what a healthy relationship should look like.

Signs that a teen in your life may be experiencing dating violence include: isolation from family and friends, loss of interest in activities they've always enjoyed, making excuses for their partner's behavior, hearing their partner verbally insult them, observing jealousy or controlling behavior, noticing bruises or injuries that they have a hard time explaining.

The best way to prevent a young person in your life from experiencing dating violence is to communicate and educate. By encouraging open communication with your teen, you will be alerted to red flags that stand out in conversations. It is never too early to start the conversation about what healthy relationships look like, as it applies to friendships as well as dating relationships. Sometimes all a young person needs is someone that they can trust and talk to; you can be that person by listening without judgment and with empathy.

## Understanding Elder Abuse

Elder abuse is an intentional act, or failure to act, by a caregiver or another person in a relationship involving an expectation of trust that causes or creates a risk of harm to an older adult. (For these purposes an older adult is defined as someone age 60 or older.) Common types of elder abuse are as follows:

- **Physical Abuse:** the intentional use of physical force that results in acute or chronic illness, bodily injury, physical pain, functional impairment, distress, or death. Physical abuse may include, but is not limited to, violent acts such as striking (with or without an object or weapon), hitting, beating, scratching, biting, choking, suffocation, shoving, shaking, slapping, kicking, pinching, and burning.
- **Sexual Abuse or Abusive Sexual Contact:** forced or unwanted sexual interaction of any kind with an older adult. This may include physical or attempted physical sexual contact, forcing people to view pornographic materials, forcing the elder to undress, and making verbal sexual advances. Please note that these acts also qualify as sexual abuse if they are committed against a person who is not competent to give informed approval.
- **Emotional or Psychological Abuse:** verbal or nonverbal behavior that results in the infliction of anguish, mental pain, fear, or distress. Examples include behaviors intended to humiliate (e.g., calling names or insults), threaten (e.g., expressing an intent to initiate nursing home placement), isolate (e.g., seclusion from family or friends), or control (e.g., prohibiting or limiting access to transportation, telephone, money or other resources).
- **Neglect:** failure by a caregiver or other responsible person to protect an elder from harm, or the failure to meet essential medical care, nutrition, hydration, hygiene, clothing, basic activities of daily living or shelter, which results in serious risk of compromised health and safety. This includes failure to prevent exposure to hazardous activities and environments.
- **Financial Abuse or Exploitation:** the illegal, unauthorized, or improper use of an older individual's resources by a caregiver or other person in a trusting relationship for the benefit of someone other than the older individual. This includes depriving an older person of rightful access to or information about personal benefits, resources, belongings, or assets. Examples include forgery, misuse, or theft of money or possessions; use of coercion or deception to surrender finances or property; or improper use of guardianship or power of attorney.

### How can Response Help?

If you or someone you know are experiencing any form of elder abuse, please reach out to Response at (540) 459-5599 or our 24/7 Hotline at (540) 459-5161.

Response can provide safety planning, financial assistance, shelter, court and legal advocacy, and referrals to partnering agencies that provide additional services.

*Adapted from Centers for Disease Control and Prevention  
By: Kylie Stottlemyer and Savannah Miller*



## Defining Sexual Assault

*By: Kylie Stottlemyer and Savannah Miller*

Sexual assault, as defined by the Rape, Abuse, & Incest National Network (RAINN), refers to “sexual contact or behavior that occurs without the explicit consent of the victim.” There are many types of sexual violence, including rape, child sexual abuse, forcing a victim to perform sexual acts, and unwanted fondling or sexual touching. It is important to remember that “force” does not always mean using physical pressure; emotional or psychological coercion or threats may be used to manipulate a victim into unwanted sexual acts. While sexual assault can take many different forms and vary case by case, one thing remains the same; it is never the victim’s fault.



Sexual assault does not discriminate. It can happen to anyone, regardless of their gender, sexual orientation, race, age, or religious affiliations. Statistics show that 1 in 3 women experience sexual violence in their lifetime and 1 in 10 men also experience one or more forms of sexual violence.

One of the key elements to preventing sexual assault is the concept of consent. Consent is basically agreement between participants to engage in sexual activity. Consent needs to be mutual and given verbally without any outside factors or influences. This means that all persons involved in the sexual act must be sober and not under any form of influence or duress. Ultimately, legal consent cannot be given if a person is under the influence, threatened or manipulated, disabled, or younger than 18.

We often get asked about the best methods for preventing sexual assault. Although the perpetrator is the only person responsible for committing a sexual offense, being an active bystander is an important component of preventing sexual assault. If you see something suspicious, there are several ways to intervene; you might try to distract the harasser, start a conversation with the victim, enlist the help of others nearby, or offer a safe ride home to the person being harassed. Pay attention to your instincts; in many cases a gut instinct can stop a sexual assault from happening.

We know that there are many reasons that survivors choose not to come forward with their experience. Some fear being blamed for the assault, especially if they were drinking or using other substances; many people are unfamiliar with the legal system and are reluctant to deal with all of the complexities of reporting an assault; survivors often fear retaliation, especially if the assault involved an employer or coworker; and many are worried that they will not be believed.

If you or anyone you know has experienced sexual violence, please reach out to Response; our advocates can provide support, help navigate the legal or medical system, or provide further resources.

## Wish List

Response depends on our generous community members for basic supplies for the shelter. Without your help, we wouldn’t be able to provide the safe and comforting atmosphere we have for our clients. We appreciate ALL donations, large and small. A few of our most urgent current needs include the following:

Paper Towels

Toilet Bowl Cleaner

Liquid Hand Soap

Laundry Detergent

Laundry Baskets

Food Lion or Walmart Gift Cards

## Thank you for your monetary and in-kind donations from Aug. 16, 2020 to Jan. 15 2021

### Individuals

Mercedes Abbet  
 Richard & Gwendolyn Abruzere  
 Pat Albaugh (In Honor Of)  
 Andrew & Kari Anderson  
 Joan Anderson  
 Michelle Anderson  
 Sandra Armentrout  
 Dorothy Ashby  
 Kara Balcerzak  
 Bill & Judy Beavers  
 Jackie Beavers  
 John and Susan Bent  
 Barry Vincent Bergey  
 Diane P. Beidler Revocable Trust  
 Vicky Bowman  
 Carol Boyer  
 Nick Brindisi  
 George & Joyce Brinkley  
 Nita Brunton  
 Rhonda Buckley-Bishop  
 Rose Buckley  
 Lynda Burner  
 Peter and Patricia Buynak  
 Kate Butterfield  
 Jane Cain  
 Thomas and Elisabeth Cardwell  
 Dale & Susan Carlson  
 Daniel & Anne Chamberlain  
 Frank Cihlar  
 Darlene Christianson  
 Robert Cline  
 Evelyn Clinedinst  
 Don & Marguerite Coffman  
 John Coffman  
 Ginny Conrad  
 Barbara Copp  
 Lance Courtright  
 Christiana Crabill  
 Sandi Crabill  
 Michael & Brenda Crider  
 Cathy Crist  
 Amanda Culp  
 Timothy Dalke  
 Christine Davis  
 Kim Didawick  
 James & Sophie Donlin  
 Madylyne Donovan  
 Rochelle Dornatt  
 Javier & Ana Maria Echaniz  
 Claire Ellis  
 Stephen Emo  
 Rebecca Ershan  
 Scott Fadely  
 Cheryl Felts  
 Dorothy Finks  
 Lore Fogle  
 Christopher & Rhonda French  
 Warren French  
 Lukas Friga  
 Janet Frye  
 Pat Fuchs  
 Timothy Funk  
 John Gaunt  
 Olivia Gentile  
 Bill & Annette Petrick Gentry  
 Mary Gentry  
 Emily George

John & Charlene Good  
 Jenni Goode  
 Bruce Griffin  
 Bernard Griswold & Mary Gessner  
 Penny Grove  
 Jamee Hall & Kevin George  
 Warren & Barbara Halvorson  
 Cindy Hamp  
 Edward & Roberta Hatcher  
 Anne Heap  
 Steven & Cecilaine Hecker  
 Cecil & Ella Heishman  
 Lee & Doris Hepner  
 Darrell Herd  
 Leroy Hittle  
 Dee Hockman  
 Robert & Janice Hockman  
 Lynn Holtzman  
 Sharon Hoover  
 Barb Horstmeier  
 Erika Hottle  
 Dee Houston  
 Linda Howell  
 Sarah Hulver  
 Teresa Hunter  
 Dennis & Donna Hupp  
 Phyllis James  
 William & Joyce Jenkins  
 Terry Jones  
 Cheri Justis  
 Matilda Kaufmann  
 Michael & Bridget Keffer  
 Kevin & Sharon Keller  
 Steve & Ellen Kern  
 Helmut & Mary Klawitter  
 Patricia Koch  
 Betty Lambert  
 Lola Lane  
 Donna Leight  
 David Lever  
 Doris Lineweaver  
 Margaret Lorenz  
 Mary Lowe  
 Amanda Luo  
 Jennifer Lynch  
 Charles & Martha Macleod  
 Robyn Martin  
 Maria Martinez  
 Michael Marvin  
 Kenneth Mason  
 Elizabeth McCarus  
 Terry & Linda McClelland  
 Richard & Yvonne McDowell  
 Lynn McKee  
 William & Nancy Mellin  
 Judith Miller  
 Mary Miller  
 Norman & Bette Mitchell  
 Mark & Sally Montrey  
 Susan Moose  
 James & Cynthia Morris  
 William & Shirley Moyers  
 Margaret Nelson  
 Carolyn Neri  
 Kenn Nilsen  
 Joseph & Mary Nocerino  
 Arthur Parente  
 Donna Patton

Tenley Peterson  
 Catarina Pietri  
 William & Virginia Poland  
 Verlin & Joan Proctor  
 Edna Puckett  
 Ida Pugh  
 Ann Putman  
 John & Jean Ralston  
 Erika Rauhala  
 Brenda Rawlings  
 Peter Recourt  
 Phyllis Renner  
 Theodore & Carol Rhea  
 Delores Richardson  
 Paige Roberts  
 Daniel & Brenda Rosenberger  
 Leo & Gloria Ryman  
 Joseph & Deborah Scalise  
 Judy Schlicht  
 Julie Schumacher  
 Maryann Sherry  
 Robin Shrum  
 Oma Simmons  
 Donna Smith  
 Walter & Margaret Smith  
 Elizabeth Smoot  
 Leigh Snell  
 William & Karen Snell  
 Patricia Stauff  
 Kim Stevenson  
 Brigetta Stewart  
 Kevin Stickley-Clark  
 Christy Stottlemyer  
 Kolter Stroop  
 Dennis & Cathy Struter  
 Susan Sutphin  
 Tim & Rhonda Taylor  
 Jeanne Teller  
 Charles Thomas & Rhonda Zingraff  
 Scott Thompson  
 Brooke Toni  
 Thomas Truban  
 Tara Tucker  
 Melissa Tusing  
 Gail Vasta  
 Laura Wade  
 Douglas & Barbara Walker  
 Joy Walker  
 Rosalie Walker  
 Carla Wallen  
 William Walls  
 Regina Wardwell  
 David Warren  
 William & Julie Welling  
 Kevin & Jan Whalen  
 Rebecca Wood  
 Ardith Wykoff  
 Karen York  
 Stephanie Zayhowski

### Businesses

Adam's Apples and Herbs  
 Ashley Johnson/Carmuse  
 CNA Worldwide Operations  
 Dellinger Funeral Homes  
 Ferguson Enterprises, Inc.  
 Farmers & Merchants Bank

Grabill Investments LLC  
 Hairspray Salon  
 Hamburg Ruritan Club  
 Integrity Home Mortgage Corp.  
 Italian Touch  
 JMU Accounts Payable  
 JMU Access & Inclusion  
 LD&B Insurance Agency, Inc.  
 Lee's Auto Repair  
 Lee's Trucking  
 Lydia's Clothes Closet  
 Monica Grimes Portrait Designs  
 Northern Trust  
 On Second Thought  
 Ortt's Electric, Inc.  
 Pampered Chef  
 Pershing  
 PJ Designs  
 Regulus Group  
 Ridge Runner Farms & Brewing Co  
 Sager Real Estate  
 Shenandoah Publications, Inc.  
 Shenandoah Self Storage  
 Shenandoah Sew & Vac  
 Shenandoah Sporting Goods, Inc.  
 Shentel Foundation  
 Skyline Team Real Estate  
 Suzanne's Studio  
 Tannery Rags  
 The Blackbird Giving Fund  
 Trex Company  
 Wal-Mart  
 Woodstock Brewhouse  
 Woodstock Carwash, Inc.  
 5 Below Martinsburg

### Schools

Central High School FFA

### Churches

Cedar Creek Christian Church  
 Columbia Furnace United  
 Methodist Church  
 Community Mission Church-Epic  
 Youth Group  
 Community Mission Church –  
 Ladies Aide  
 Gravel Springs Lutheran  
 Lebanon Lutheran Church  
 Lighthouse Marketplace  
 Ministries  
 Lighthouse Freewill Baptist  
 Church  
 Manor Memorial UMM  
 Maurertown Brethren  
 Mt. View Parish  
 Mt. Zion Lutheran Church New  
 Market  
 Otterbein Chapel UMC  
 Reformative Lutheran Church  
 St. Andrews Episcopal Church  
 St. Jacobs Lutheran Church

Response, Inc.  
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Woodstock, VA 22664

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<p>St. John's UCC Harrisville  St. John's United Methodist Women  St. Paul's United Church of Christ  Strasburg SDA Church  United Methodist Women Wesley Chapel  Valley Gospel Church  Valley Pike Church of the Brethren  Wakemans Grove Peacemakers  Woodstock UMC  Zion Lutheran Church</p> <p><b><u>100 Women Club</u></b>  Patricia Albaugh  Joan Anderson  Judy Beavers</p>	<p>Carol Boyer  Rhonda Buckley Bishop  Judith Buechner  Schwab Charitable  Catherine Christovich  Kay Crawford  Patricia Fisher  Marian French  Susan Harper  Lynn Holtzman  Robin Hottle  Robin Jackson  Cheryl Kerr  Janet Kilby  Sarah Kohrs  Susan Koller</p>	<p>Candice Lopresti  Suzanne Montgomery  Sally Montrey  Joan Reistetter  Janet Sommerfeldt  Jeanne Teller  Margaret Trott  Marjorie Van Nest  Karen Whetzel  Ardith Wykoff  Laura Zimmerman</p> <p><b><u>Organizations</u></b>  Basye Bryce Mountain Lions Club  Bryce Ladies Golf Tournament  Columbia Furnace Community Club</p>	<p>Girl Scout Troop 14010  Girl Scout Troop 40460  Fraternal Order of Eagles  Massanutten Auxiliary #4186  Mt. Jackson/Edinburg Rotary  Mt. Jackson Moose Lodge #979  Network for Good  Shenandoah Community Foundation  Shenandoah Garden Club  St. Luke/Saumsville 4H Club  United Way of Southwestern PA  Woodstock Library  XI Epsilon Beta Chapter of Beta Sigma Phi International Society</p>
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## Latinos En Virginia Centro De Empoderamiento

### Programa de Defensoría para Víctimas/Sobrevivientes:



#### Servicios de defensoría:

Este programa brinda a las víctimas de violencia y sus familias servicios que responden a sus necesidades emocionales, físicas y culturales para ayudarlos a ser felices, saludables y suficientes. Estos servicios incluyen asesoría de pares, administración de casos, defensoría personal, servicios de acompañamiento, refugio de emergencia, vivienda y asistencia financiera de emergencia.

#### La Línea de Ayuda:

La Línea de Ayuda (804-6583341) es operada de lunes a viernes de 8:45 am a 4:45 pm por personal bilingüe y bicultural, y voluntarios capacitados como defensores de víctimas, para recibir llamadas de personas que buscan seguridad, información y apoyo. Nuestra línea de ayuda confidencial, bilingüe y bicultural es la única de su tipo en Virginia, ya que podemos garantizar que nuestras líneas siempre serán atendidas por una persona que hable español.

Las víctimas que llaman a nuestra Línea de Ayuda trabajan con nuestros defensores para desarrollar planes de seguridad, acceder a servicios culturalmente relevantes y aumentar sus redes de apoyo social. Nuestro proceso de derivación no consiste solo en proporcionar números de teléfono a las víctimas para que realicen sus propias llamadas; También hacemos las llamadas con las víctimas para asegurarnos de que puedan romper la barrera del idioma y proporcionar explicaciones sobre cómo funciona el sistema, si la persona que llama tiene dificultades para entender debido a diferencias culturales.