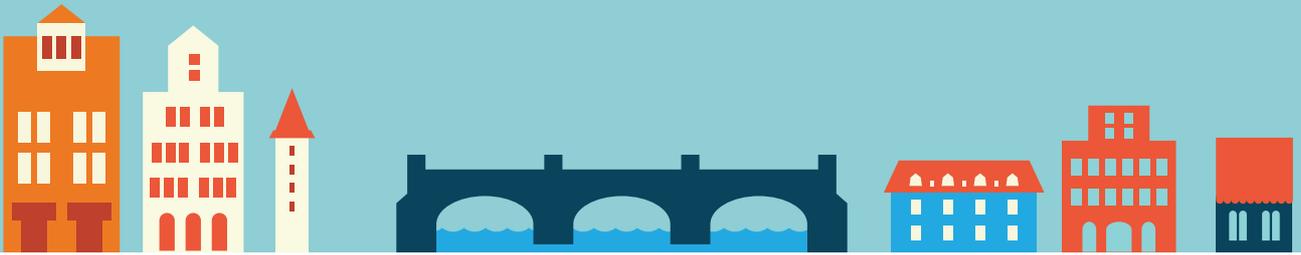


# Keep Safe with Safe Places



## Communication Aid

This document is designed to help if someone attends looking for support.

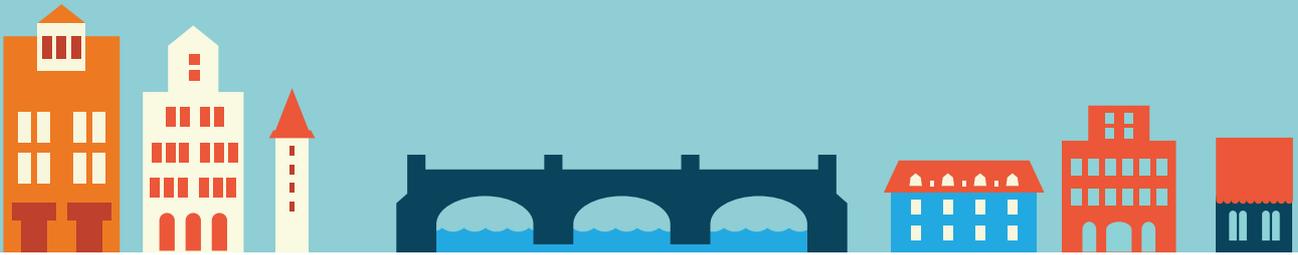
It will also help if they are having trouble communicating

There are tips on how best to support the person and help them relax; there are also resources which may help them communicate what they need.

A traffic light system is included to indicate what action may be necessary for different situations.

It should not be used to replace face to face verbal communication which may be all that is needed and will always be the best option to try first.

# Communication guidelines

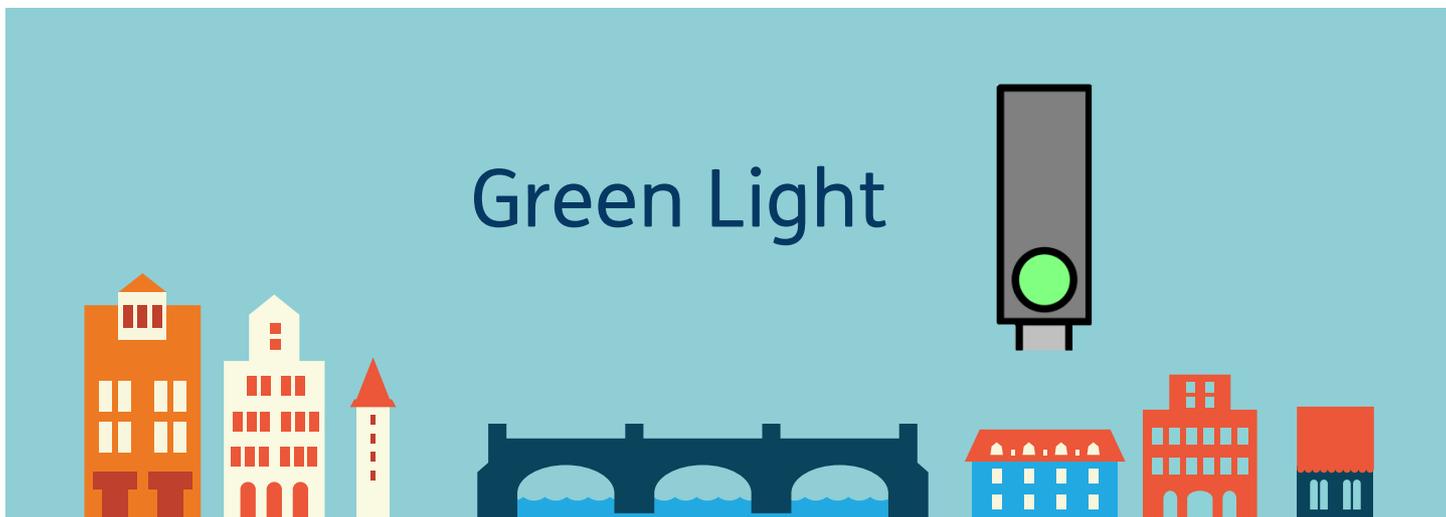


If someone enters your premises looking for support, the chances are they will already be anxious; this means they may be scared, confused and upset.

Please follow the guidelines below which will help to reduce their anxiety and communicate with you more easily.

- 1 Keep calm and reassure them you are going to help them
- 2 Ask them their name and use it when talking to them
- 3 Ask them what they need help with
- 4 Take them and their problem seriously
- 5 Speak clearly using simple language and short sentences
- 6 Read the personal information about them on a card if they are carrying one
- 7 Call the appropriate number following the traffic light indicators on the following pages
- 8 Keep talking to them while you are both waiting
- 9 Be polite and treat them with respect

# Green Light



Green Light subject may mean all the person needs is a sit down and some time to collect their thoughts. They may need you to call someone for them or to use a phone to call someone themselves. If the number on the cards does not answer call the number on the call list provided.

? you like to sit down

? you like a drink of water

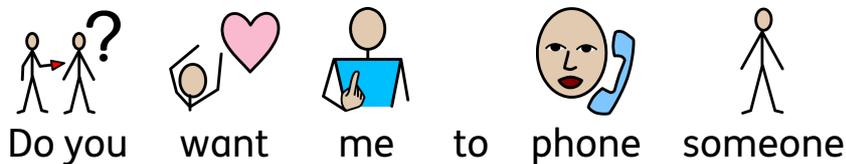
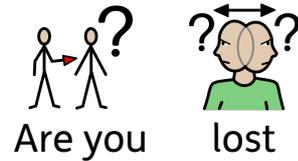
? you lost something

Do you have your Safe Places Scheme card

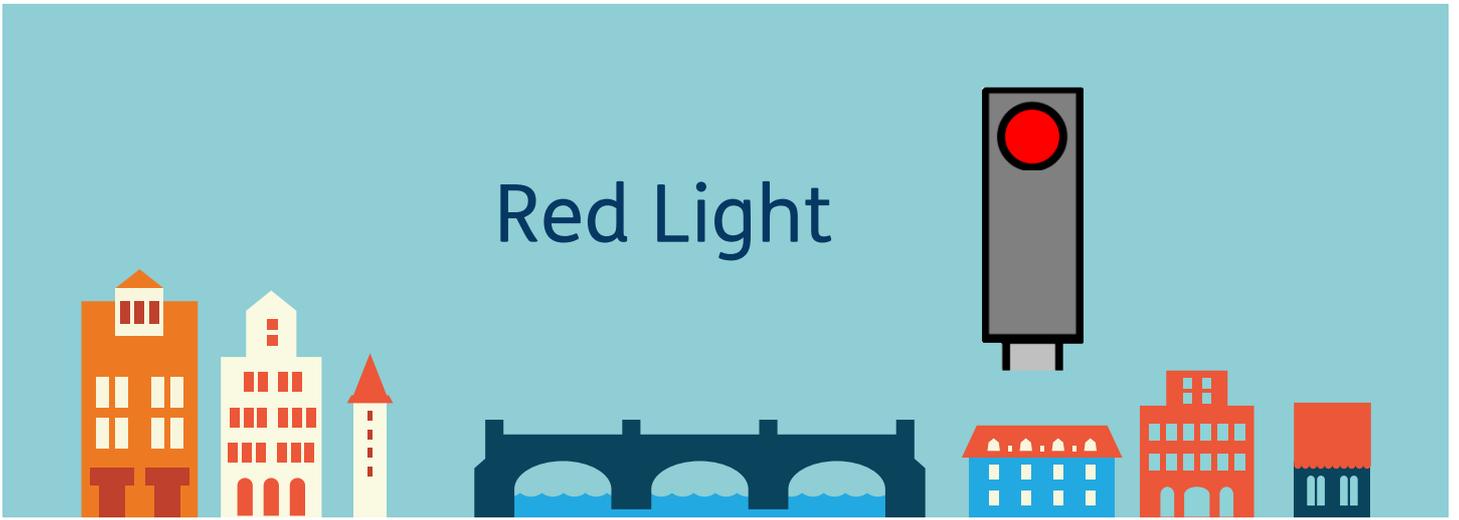
# Amber Light



Amber light subject may mean a phone call is needed. Start with the numbers on their card then progress as detailed on the contact numbers sheet.



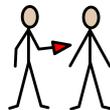
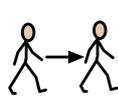
# Red Light



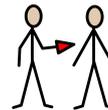
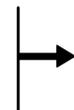
Red Light means a call needs to be made to a statutory service. For emergency services please call 999 immediately; for non emergency please call 101.



Are you scared



Is someone following you



Has someone taken something from you



Has someone hurt you



Do you need me to phone the police