



We are a registered Safe Place



If you are not already familiar with what being a Safe Place entails, please ask your line manager or supervisor to explain it to you.

It is important to remember the following basic guidelines to use if someone enters our premise looking for support, the chances are they will already be anxious; this means they may be scared, confused and upset.

Applying these principles will help to reduce their anxiety and help them communicate with you more easily.

- 1 Ask them their name and use it when talking to them
- 2 Keep calm and reassure them you are going to help 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 in your Safe Places pack
- 8 Keep talking to them while you are both waiting
- 9 Be polite and treat them with respect