



Supporting someone in your Safe Spot

A person may choose to utilize your Safe Spot for any number of reasons, the goal of this program is to assist them in the best way possible without asking a participating organization/business to step beyond their professional qualifications. This step-by-step evaluation process can be used to help diagnose a situation with relative ease, ensuring the person in need feels safe, but isn't intimidated by the thought of law enforcement intervention (unless they ask for it). The process begins at the point of identifying someone has entered your building who appears to be utilizing your Safe Spot.

1. Approach the person with a glass of water
2. Ask: Do you need help with anything or are you just looking for a place to rest?

If they are in any physical pain, report being injured/assaulted, or look to have experienced trauma in anyway:

- Inform them you're going to call emergency services (then make the call)
- Offer to connect them with a friend or family member close by. (by phone)

If they are uninjured, but seem to be emotionally unsettled:

- Offer to connect them with a friend or family member close by. (by phone)
- If they're just looking to rest, ask if there's anything else they need? (coffee, tea, snack)

In both situations, ask them if there's to believe there's a potentially unsafe situation outside or nearby.

- If yes, you could call 911 to report their reply to ensure the area around you is safe for others.

Helpful reminders for helping people in distress:

1. **If someone appears to be in emotional distress, gently ask questions that come to your mind.** The questions may or may not be related to the cause of the distress. The objective is to get the person to slowly open up. Pent up emotions cause depression.

2. **Listen without being judgmental and do not interrupt when the person is talking.** Encourage the person to talk and spill it all. Talking may reduce stress and help the person see things in a different or clearer perspective.
3. **Be discreet and maintain confidentiality (unless harm is involved)** Do this if the person tells you a secret. Never betray the person who confides in you; else, you will lose your credibility among all your friends. HOWEVER, if any kind of harm is involved, you will be expected to report that.
4. **Empathize - put yourself in that person's shoes as you listen.** This will help you understand the problem better.
5. **Assure the person that he/she is not alone and that you are with him/her.** A hand to hold provides the strength to deal with the situation.
6. **Offer help if you can, or connect the person with someone who can help.** Follow it up with both parties to ensure that the problem is resolved.
7. If at any time **you feel the conversation is becoming dangerous**, don't hesitate to call 911.