



# Staff Guidance

**If you are approached by a customer who asks for Angela or is in distress and needs our support, please follow these steps:**



## Step 1

### **Make the person feel safe**

Respond calmly and discreetly

Listening: Use active listening and the C.A.R.E. technique

Invite them to our venue's safe space or designated area:

Inform a manager of the situation

If applicable use our venue codeword to alert radio users in the venue. Our site's codeword is:

If necessary, ask security to ask individual(s) causing distress to leave



## Step 2

### **Support the customer with their specific concern**

Call 999 if it's an emergency or a crime is in progress

Listen to the person and ask them what they need

Ask the customer about what has happened

Support the person to leave safely: what route should you advise them to use?

Provide guidance: signpost the individual to local services



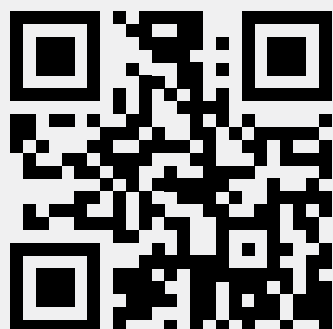
## Step 3

### **Follow up**

Record the incident for reference. Our incident book is located:

### **IMPORTANT**

You are not expected to be a counsellor or provide any support beyond the customers safe exit of the building



**For more information please visit [askforangela.co.uk](https://askforangela.co.uk) or scan the QR code**