



# 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 ensuring the immediate safety and reassurance of the customer



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