

## What to do if an adult discloses that they have been hurt or are afraid.

(NIASP Adult Safeguarding Operational Procedures, 2016)

All staff/volunteers should be made aware of the following guidance:

Do -

- Stay calm;
- Listen attentively;
- Express concern and acknowledge what is being said;
- Reassure the person – tell the person that s/he did the right thing in telling you;
- Let the person know that the information will be taken seriously and provide details about what will happen next, including the limits and boundaries of confidentiality;
- If urgent medical/police help is required, call the emergency services;
- Ensure the immediate safety of the person;
- If you think a crime has occurred be aware that medical and forensic evidence might be needed. Consider the need for a timely referral to the police service and make sure nothing you do will contaminate it;
- Let the person know that they will be kept involved at every stage;
- Record in writing (date and sign your report) and report to the Line Manager/person in charge/Adult Safeguarding Champion at the earliest possible time;
- Act without delay.

Do not -

- Stop someone disclosing to you;
  - Promise to keep secrets;
  - Press the person for more details or make them repeat the story;
  - Gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know;
  - Contact the alleged person to have caused the harm;
  - Attempt to investigate yourself;
  - Leave details of your concerns on a voicemail or by email;
  - Delay.
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