How Do I Respond to Disclosures?

- Ask for permission — “Can I ask you more about...”
- Acknowledge mandated reporting role (if one exists) — “I may have to report this to the University so that they can provide you resources and your rights.”
- Get more info — “Tell me more about...”

ASK/ACKNOWLEDGE

- “Silent” and “listen” have the same exact letters
- Poker face — attentive, supportive nonverbal — No horror faces

LISTEN

- What are they saying, feelings, wanting?
- Be present. Believe. Be non-judgmental.

UNDERSTAND

- Rephrase what was said, what they’ve been through. Clarify information if need be.
- Validate feelings — “Your feelings/reactions are normal for an abnormal situation”
- “Are you in imminent danger?” If so, you can call the police or safety plan by allowing the person to determine what makes them feel safe.

VALIDATE

- “I believe you.” “It’s not your fault.”
- “Help is available.”

PROMOTE SAFETY

- “Do you have friends or family to talk to or to support you as well?”
- Refer to The Aurora Center, SCS or Boynton.

ARRANGE CONNECTION/REFERRAL

- “Thank you for trusting me”.
- “You aren’t alone.” “You can heal from this.”

NURTURE EMPOWERMENT

CONTACT INFO

24-Hour Helpline: 612-626-9111
Business Line: 612-626-2929
117 Appleby Hall (M-F, 8 am-4:30 pm)
Text the word “TALK” to 612-615-8911 & an advocate will reply (M-F, 8-4:30)

aurora.umn.edu
@AuroraCenter
aurora@umn.edu
Like us on facebook!
U of M Police: 911
Ally
Multicultural

HELPLINE
612-626-9111