

HOW DO I RESPOND TO DISCLOSURES?

ASK/ACKNOWLEDGE

- Seek **permission**— “Can I ask you more about...”
- Get more **info**— “Tell me more about...”

LISTEN

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

UNDERSTAND

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

VALIDATE

- Rephrase what was said, what they’ve been through. Clarify if need be.
- **Validate** feelings- “Your feelings/reactions are **normal** for an **abnormal** situation”

PROMOTE SAFETY

- “Are you in imminent **danger?**” If so, you can call the **police** to help.

LISTEN, CALM, COMFORT

- “You aren’t **alone.**” “It’s not your **fault.**”
- “**Help** is available.”

ARRANGE CONNECTION/REFERRAL

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

NURTURE EMPOWERMENT

- “Thank you for **trusting** me”.
- “I **believe** you.” “You can **heal** from this.”

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)

💻 umn.edu/aurora

🐦 @AuroraCenter

✉ aurora@umn.edu

📘 Like us on facebook!

📞 U of M Police: 911

♂️ Ally

🌐 Multicultural

HELPLINE

612-626-9111