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

**UNDERSTAND**
- Rephrase what was said, what they’ve been through. Clarify 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 to help.

**VALIDATE**
- “You aren’t alone.” “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, UCCS or Boynton.

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

**ARRANGE CONNECTION/REFERRAL**
- Text the word “TALK” to 612-615-8911 & an advocate will reply (M-F, 8 -4:30)

**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)

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