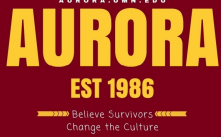


HOW DO I RESPOND TO DISCLOSURES?



A sk/acknowledge

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

L isten

- “**Silent**” and “**listen**” have the same exact letters
- Listening is often what they need most from you
- Poker face — **attentive, supportive, nonverbal** — no horror faces

U nderstand

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

V alidate

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

P romote safety

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

L isten, calm, comfort

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

A rrange connection/referral

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

N uture empowerment

- “Thank you for **trusting** me”. “I’m glad you told me.”
- “I **believe** you.” “I’m here to listen whenever you need.”

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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✉️ aurora@umn.edu

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🌐 Multicultural

HELPLINE

612-626-9111