

## GUIDELINES FOR MEMBERS RESPONDING TO DISCLOSURES OF ABUSE

### 1 DO:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what the person is telling you and take them seriously.
- Allow them to tell you what happened in their own words.
- Clarify what you have heard to establish the basic facts.
- Avoid leading questions.
- If possible make brief notes explaining why you are doing this in order not to rely solely on memory.

### 2 DON'T:

- **Do not** Press the person for more than the basic and factual details.
- **Do not** promise to keep secrets or not to tell anyone else.
- **Do not** Be judgemental
- **Do not** Pass on the information other than to those with a legitimate “need to know”, see Safeguarding Policy and Procedures
- **Do not** Contact the alleged abuser(s)

### 3 CONTACT:

The u3a Chair/Wellbeing Officer or another Committee member as available and as soon as possible.

### 4 COMPLETE:

The Safeguarding Reporting Form and pass to the responsible committee member as soon as possible.

## **5 REMEMBER:**

**NO u3a member should put themselves in a dangerous or frightening situation when responding to reports of abuse or witnessing abuse. Their safety as well as the safety of the person disclosing abuse should be secured as the first priority. This may involve contacting the police, ambulance or social services in the first instance.**