

1

BE ALERT TO IMMEDIATE NEEDS WHEN SOMEONE PHONES YOU

SAY:

CAN YOU PLEASE TURN OFF THE SPEAKER PHONE AS IT ECHOES

DO YOU NEED TO SPEAK TO SOMEONE IMMEDIATELY BECAUSE IT IS ONLY SAFE TO SPEAK NOW?



FOR MOST PEOPLE, A CALL BACK MAY BE OFFERED - BUT SOME MAY NEED URGENT ASSISTANCE

2

GETTING READY TO MAKE A CALL...

GUT INSTINCT

QUIET ZONE

FOCUS

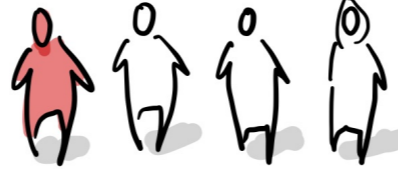
CHECKLIST

- ✓ HAVE A PLAN IN PLACE IF SOMEONE ELSE ANSWERS
- ✓ SAY "IF IT HELPS, WE WILL SAY IT'S 'ANGELA' WHEN WE PHONE"
- ✓ TRY TO SPEAK TO THEM ALONE - THEY MAY NEED TO MOVE TO ANOTHER PART OF THE HOUSE
- ✓ CONSIDER IF CHILDREN ARE AROUND + THEIR AGES. PERPETRATORS MAY USE THEM TO GAIN INFORMATION
- ✓ ASK THEM TO SAY "GREAT THANKS" IF OK "YES PLEASE", IF NOT OK.
- ✓ SAY: "IF YOU ARE IN DANGER SAY 'TUESDAY' + I'LL CALL THE POLICE"

GENDER BASED VIOLENCE

IMPACT OF COVID SOCIAL DISTANCING + ISOLATION

1 IN 4 WOMEN AFFECTED



42%

REPORTS OF DOMESTIC ABUSE ARE IN THE HOME

MOSTLY, BUT NOT EXCLUSIVELY WOMEN

- DOMESTIC ABUSE
- RAPE + SEXUAL ASSAULT
- COMMERCIAL OR OTHER EXPLOITATION



COVID-19 STAY AT HOME MESSAGE MAY

INCREASE THE OPPORTUNITY FOR VIOLENCE TO OCCUR

REDUCE THE OPPORTUNITY FOR PEOPLE TO SEEK HELP

COVID IS NOT THE CAUSE OF VIOLENCE

LOCAL PLANS MAY VARY BETWEEN HEALTH BOARDS - MAKE SURE YOU HAVE LOCAL INFORMATION

SCOTTISH DOMESTIC ABUSE HELPLINE
0800 027 1234 OR
E.MAIL/WEBCHAT SDAFMH.ORG.UK

HELP AVAILABLE LOCALLY:
PHONE/TXT

IT CAN BE SAFER FOR SOMEONE TO TXT

3

STAY ALERT FOR CLUES

DO THINGS ADD UP?

ARE THEY DROPPING HINTS?

DO THE WORDS MATCH THE EMOTIONS?

WHAT'S GOING ON IN THE BACKGROUND?

TONE OF VOICE



DO YOU NEED TO OFFER A FACE TO FACE APPOINTMENT?

4

SHOW YOU ARE LISTENING

LISTENING BUILDS TRUST + MAY SUPPORT PEOPLE TO ASK FOR HELP

LET ME SEE IF I GOT THAT RIGHT...

YES I SEE... .. GO ON

VERBAL CUES: PARAPHRASE · PAUSE · CLARIFY

YOUR TEAM CAN SUPPORT PEOPLE DURING CONTACTS (IF SAFE TO DO SO) BY ASKING:

HOW ARE THINGS AT HOME FOR YOU?

IS THERE ANYONE I CAN CALL FOR YOU?

ARE YOU SAFE AT HOME?

DO YOU FEEL SCARED AT HOME?

WOULD IT BE SAFER FOR YOU TO BE SEEN AT OUR CLINIC?

