

We need to be heard, we need to be seen, we need to be believed. Listen, believe and validate.



It can help to use the acronym **CLEAR** to remember these steps:



- C** Confirm their immediate safety and find privacy
- L** Listen to what they have to say
- E** Express concern and empathy
- A** Ask if they would like to talk more
- R** Refer to appropriate resources

**CONFIRM THEIR IMMEDIATE SAFETY AND FIND PRIVACY**

Make sure you are in a safe place to talk. If you are not in a safe place, help the person find a safe place to talk.

If you are not in a safe place, help the person find a safe place to talk. Call 911 if you are in a dangerous situation. Call the Security Office at 250-370-3075.

**FIND A SAFE PLACE TO TALK**

Help the person find a safe place to talk. If you are not in a safe place, help the person find a safe place to talk. Call 911 if you are in a dangerous situation. Call the Security Office at 250-370-3075.



## ASSIST THEM WITH SUPPORT AND INFORMATION

ab **fe** **f**a

**A a C c24/7a 1-888-494-3888** **Vc aSe a**

**C e gCe e O ce fS de S**

**Rec e d e ea d ec e**

**Off ce fS de S , de**

**ea ab e f e f**

**a g e a e ce.**

**The ff ce ca a :**

1. **1-888-494-3888**

2. **24/7**

3. **24/7**

4. **24/7**

5. **24/7**

6. **24/7**

7. **24/7**

8. **24/7**

9. **24/7**

10. **24/7**

