**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

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

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

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

### Listen, Calm, Comfort
- “You aren’t alone.” “It’s not your fault.”
- “Help is available.”

### Arrange Connection/Referral
- “Do you have friends or family to talk to or to support you as well?”
- Refer to The Aurora Center, UCCS or Boynton.

### Nurture Empowerment
- “Thank you for trusting me”.
- “I believe you.” “You can heal from this.”

### 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 pm)
- Like us on facebook!
- U of M Police: 911
- Ally
- Multicultural

**HELPLINE**
612-626-9111