



SAFE SPACES TOOLKIT

UK SAYS NO MORE

During COVID-19 key workers, such as pharmacists, have a unique opportunity to act as a point of contact for victims of domestic abuse. By providing a Safe Space a victim can contact a specialist support service when they are accessing their medication. You can create a Safe Space by following the guide below.

WHAT CAN PHARMACISTS DO?



Encourage disclosures by sharing information about specialist domestic abuse support services.



Create a Safe Space: Open up your consultation room to allow those that are enduring domestic abuse a quiet moment to make a phone call to a specialist domestic abuse service.



Talk to your staff and encourage them to download the Bright Sky app which provides a national directory of the specialist domestic abuse services.

DOWNLOAD, PRINT AND DISPLAY



THE BRIGHT SKY APP

CUSTOMER FACING
POSTER



CONSULTATION ROOM
POSTER



SHELF CARD

THREE THINGS TO REMEMBER:

BELIEVE

1 in 3 women and 1 in 6 men will experience domestic abuse in their lifetime. (ONS 2018). It takes a lot of courage to ask for help, so listen and believe them and know that the best thing you can do is make sure they can access specialist support.

RESPOND

Allow them to use your consultation room to make a phone call. At home their calls are probably being monitored. This could be the only way they can access help. If you can, offer WIFI, a pen and paper and a glass of water.

REFER

If you are concerned about someone's immediate safety, call 999. Use the Bright Sky app to refer. It offers support and information about domestic abuse and it provides a directory of specialist support services.

TOGETHER WE CAN END DOMESTIC ABUSE & SEXUAL VIOLENCE



SAFE SPACES
UK SAYS NO MORE

TOOLKIT

RESPONDING TO DISCLOSURES OF DOMESTIC ABUSE TIPS:

'I BELIEVE YOU' It takes a lot of courage for a survivor to disclose their abuse. They may feel ashamed, concerned that they won't be believed, or worried they'll be blamed.

'IT'S NOT YOUR FAULT' Survivors may blame themselves. Remind the survivor, maybe even more than once, that they are not to blame.

'YOU ARE IN A SAFE SPACE NOW' Allow them to use the consultation room to call a specialist domestic abuse service.

WHAT IF THE SAFE SPACE IS OCCUPIED? You can choose to wait or come back another time. This Safe Space will be here for you.

Don't fill silences during disclosures. It can be overwhelming. Let them breathe and remain in the moment with them. Don't ask questions for your own curiosity. **BE MINDFUL AND CONFIDENTIAL.**

BE HUMAN! Treat others how you would want your loved ones to be treated.

SELF-CARE

During COVID-19, as a key worker you are in a unique position to signpost to specialist support services.

Don't think you can or have to do this alone.

The domestic abuse specialists are waiting for your call and ready to offer support.

DID YOU KNOW?

UK SAYS NO MORE, the national campaign for domestic abuse and sexual violence, created Safe Spaces in 2019 as an element of their community response model #WHATICANDO, which asks organisations and communities to play their role in ending domestic abuse.

ANY QUESTIONS?

UK SAYS NO MORE's Safe Spaces is delivered in partnership with the UK's Pharmacy Bodies.

If your question isn't answered in this Safe Spaces toolkit, visit:

uksaysnomore.org/safespaces



Visit uksaysnomore.org

TOGETHER WE CAN END DOMESTIC ABUSE & SEXUAL VIOLENCE