

We need to be heard
 We need to be seen
 We need to be heard, 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** Empathize with their experience
- A** Ask them what they need to feel safe
- R** Refer them to 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 them find a safe place to talk.

If you are not in a safe place, help them find a safe place to talk. Call 911 or the Campus Security at 250-370-3075.

FIND A SAFE PLACE TO TALK

Help them find a safe place to talk. If you are not in a safe place, help them find a safe place to talk. Call 911 or the Campus Security at 250-370-3075.

