

Advice for staff using the 'Ask for Angela' poster scheme within their venues

- 1.) Offer to take the person in distress to a part of the venue that is not in sight of the public (staff room, kitchen, toilets).
- 2.) Offer to call the person in distress a taxi or assist them in calling a friend/family member to come and collect them.
- 3.) Where safe to do so (ensuring the person in distress is out of sight and the staff consider it safe) request the person that is causing distress to leave the venue.
- 4.) Ask the person in distress what it is they want to do? (It might be they just want to alert staff that things are becoming uncomfortable and might need someone to keep watch whilst they collect their possessions from the area where they were seated).
- 5.) Do not allow the person in distress to leave the venue in sight of the person causing them distress as this could lead to them being followed out of the venue meaning that they are placed at higher risk.
- 6.) If the person causing distress becomes angry consider calling the police for assistance or follow your corporate policy on this issue.

