

YOU MIGHT BE THE ONLY PERSON A CUSTOMER HAS CONTACT WITH TODAY.

BE ON THE LOOKOUT. SOMEONE WHO IS BEING ABUSED MIGHT:

- seem nervous or afraid
- apologize a lot
- have signs of abuse you can see, like bruises (note: there might not be any signs you can see!)
- lower their eyes or talk less when abuser is present
- show no signs at all

SOMEONE WHO IS ABUSING THEIR PARTNER OR FAMILY MEMBER MIGHT:

- make fun of or embarrass them
- keep them from handling money
- put them down or criticize them
- show visible jealousy or anger
- show no signs at all

IF A CUSTOMER TELLS YOU THEY ARE BEING HURT OR FEEL UNSAFE:

- Let them know help is available. Domestic violence programs and sexual assault survivor advocacy programs are open and ready to help. The Virginia Statewide Hotline can be reached 24 hours a day at (800)838-8238 by phone and (804)793-9999 by text.
- Follow their lead. For example, if they don't feel comfortable calling the police, don't push them to call 911. They know their situation best, and doing so might put them in more danger.
- If they want to call for help but don't want to do so alone, offer to sit with them (or have another staff member do so) while they make the call.
- If they want to call for help but can't right now, find a safe way to pass them the hotline number. It might be safer for them to use the text line: (804)793-9999.

