

ASK FOR ANGELA!

#AskForAngela



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Guidance for venues & staff participating in the scheme

Venue:

If someone approaches asking for Angela or asking for help this is the process to follow:

1. Offer to take the person asking for help to a part of the venue not in sight of the public or potential threat. (Staff room, Kitchen, toilets)
2. Offer to call the person a taxi or assist them in calling a friend/family member to come back and collect them.
3. Where safe to do so and the person asking for help is out of sight, and the staff consider it safe, request the person causing distress to leave the venue.
4. Ask the person in distress what 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 possessions for the area where they were seated.
5. Do not allow the person, asking for help to leave the venue in sight of the person causing them distress as this could lead to them being followed out of the venue and placed at higher risk.
6. If the person causing distress becomes angry consider calling the Guards for assistance or follow your corporate policy on this issues.
7. Log any request / instances into your venue log book.

For more information on the Purple Flag and Ask for Angela Campaign visit mullingarchamber.ie/2021/09/ask-for-angela/



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