



Domestic Abuse

If you, or someone you know is experiencing Domestic Abuse, contact Guide Dogs Safeguarding team on 0345 149 0199, or email safeguarding@guidedogs.org.uk.

There are things we/you can do to try and minimise the risk to a person who you suspect is experiencing domestic abuse:

- If you do manage to speak to them, ask them yes/no questions.
- Agree on a code word or phrase for them to use if they need your help but can't say explicitly. If the victim uses the code word/ phrase, or you feel they are in need of assistance/are in danger, call Safeguarding on 0345 143 0199 or if immediate risk, call 999.
- Victims of abuse can self-refer to a number of organisations. In an emergency call 999. Always pass any concerns to the Safeguarding team.

Organisations and resources:

[Childline](#)

[NSPCC](#)

[Womens Aid](#)

[Galop](#) - supporting LGBT+ people who have experienced Domestic Abuse

[Respect](#) - Domestic Abuse support for men

[Relate](#)

[Refuge](#) - National Domestic Abuse helpline

[Karma Nirvana Helpline](#): supports victims and survivors of forced marriage and honour based abuse

[Man Kind Initiative](#) - National charity that provides help and support for male victims of domestic abuse.

[Southall Black Sisters](#) - advice and information on domestic abuse, racial harassment, welfare and immigration, primarily for Asian, African and African-Caribbean women.

[Suzy Lamplugh Trust](#) - National Stalking Helpline National [Surviving Economic Abuse](#)



Mental Health and Wellbeing

If you have a concern about a service user, a fellow volunteer or Guide Dogs' staff member contact the Safeguarding team on 0345 149 0199 or email safeguarding@guidedogs.org.uk.

If you feel unable to keep yourself safe and need immediate help, use the emergency services. You can do this by calling 999 for an ambulance or by taking yourself to your nearest Accident & Emergency (A&E) department.

Other services available include:

MIND [crisis services](#). This page lists the telephone numbers and contact details for a number of support services

MIND's [urgent help tool](#) provides activities and resources to help you understand and manage your situation.

If you wish to speak with your GP, MIND have a useful document entitled [find the words](#) that can help you prepare what you would like to say. They also have some helpful information on their [website](#).

Contact the [Samaritans](#) on 116 123 for free at any time and from any phone, or email them on jo@samaritans.org. The [Samaritans](#) Offer a safe place for people to talk any time they like, in their own way about whatever is getting to them. You don't have to be suicidal.

The NHS has some great resources too, including a personalised [Every Mind Matters](#). They also have a useful [list of support organisations](#).

[Campaign Against Living Miserably \(CALM\)](#)

The Campaign Against Living Miserably (CALM) is leading a movement against suicide.

[Sane](#)

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.

[Sightline](#)

Description: Sightline provide free telephone-based befriending for



people affected by sight loss.

[Grassroots Suicide Prevention](#) - online Suicide prevention resources and advice including the [Stay Alive App](#)

[RNIB](#)

Helpline and Counselling service for people with sight loss

[The Silver Line](#)

The Silver Line operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week, 365 days of the year.

[Cruse Bereavement Care](#)

Offering support, advice and information to children, young people and adults when someone dies.

[Shout](#)

Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Text: Text Shout to 85258

Vision Foundation have partnered with Shout to offer accessible Mental Health support to blind and partially sighted people. If you're struggling and want to talk to someone, text VIP to 85258 for free, confidential support, 24/7.

[Blind Veterans UK](#)

Blind Veterans UK are ensuring that the most vulnerable veterans we support are receiving everything they need right now.

[Deafblind UK](#)

Description: [Deafblind UK](#) has launched a new wellbeing and emotional support service to provide in depth assistance to people with sight and hearing loss, you can also refer to Deafblind UK for mental health support, counselling and a befriending service.

[Able Futures](#) provide funded support through access to work giving you nine months of advice and guidance from a mental health specialist who can help you learn coping mechanisms, build resilience, access



therapy or work with your employer to make adjustments to help your mental health at work. It can also be completely separate from work- you don't have to tell your employer.

Please follow the link for further information. [Mental health support for people at work | Able Futures Mental Health Support Service \(able-futures.co.uk\)](#)

Online Safety

For guidance and information on organisations providing help and advice please visit [Guide Dogs' Technology pages](#) on the website.