

ABUSE TAKES MANY FORMS. WHAT TO WATCH FOR:

A CUSTOMER EXPERIENCING ABUSE MIGHT:

- Display bruising or injuries
- Attempt to hide injuries (for example, pull down sleeves to cover bruising)
- Appear fearful or have lots of anxiety around partner
- Reduce eye contact when with their partner

A PERSON WHO COULD BE HURTING OR ABUSING THEIR PARTNER MIGHT:

- Criticize, demean, or humiliate when the partner tries to speak
- Control any financial transactions or force their partner to pay for purchases
- Respond with excessive anger or jealousy
- Insult their partner and expect you to join in
- Act harsh, controlling, and hostile

**YOU MAY BE SOMEONE'S
ONLY POINT OF CONTACT TODAY.**

**TURN THIS SHEET OVER IF SOMEONE
ASKS YOU FOR HELP BECAUSE THEY ARE BEING HURT.**

WHAT TO DO IF A CUSTOMER ASKS YOU FOR HELP BECAUSE THEY ARE BEING HURT:

THANK THE CUSTOMER FOR SHARING THEIR EXPERIENCE WITH YOU.

Let them know that what is happening is not their fault, they don't deserve it, and you believe them.

LET THEM KNOW THAT THERE ARE PROGRAMS THAT ARE OPEN AND CAN HELP.

**360 Communities Lewis House 24/7 Crisis Hotline:
Call: (651) 452-7288**

ASK THEM IF THEY WOULD LIKE TO CALL THE HOTLINE FROM THE STORE AND IF THEY WOULD LIKE TO USE A STORE PHONE TO MAKE THE CALL.

Offer to have a manager or another employee sit with them while they make the call.

IF THEY DO NOT WANT TO MAKE THE CALL AT THE STORE, ASK THE CUSTOMER HOW THEY COULD SAFELY GET THE PHONE NUMBERS.

Examples:

- The customer could save the number under another contact name in their phone.
- Take a photo of the crisis phone and text numbers on this sheet.
- You could provide blank receipt paper for the customer to write the number down and put inside their phone case.

IF YOU WITNESS SOMEONE COMMITTING AN ACT OF DOMESTIC VIOLENCE IN THE STORE, CALL POLICE AND ASK IF AN ADVOCATE CAN COME TO THE SCENE WITH THEM.