



# SAFE PLACE PROCEDURES

## Step-by-Step Instructions to Assist Youth In Crisis

HAVE YOU SEEN  
THE SIGNS?

MAKE A  
REFERRAL

### All questions should be directed to YMCA Safe Place Services

Any youth asking the following questions may be looking for help:

“Is this a Safe Place?” • “Can you help me?” • “What does that sign mean?”

A youth may not ask for help immediately but instead just stand around and wait for you to speak first.

- STEP 1** **Get a general idea of what is wrong.** Ask if the youth came in to your location because it is a “Safe Place.”
- STEP 2** **Do not try to go into detail about the problem.** Be supportive and tell the youth that you are going to call the Safe Place agency. Show the youth where to sit and wait until a volunteer or staff arrives.
- STEP 3** **Call YMCA Safe Place Services at (502) 635-5233**  
Tell the person answering the phone you are calling from a “Safe Place site”: Identify yourself and your location, giving the address and phone number. Give the youth’s name (if you have it) and physical description. The Safe Place agency staff will call you back and tell you the name and identification number of the volunteer or staff member who will come to meet with the youth.
- STEP 4** **Tell the youth that someone will be there shortly.** Remind the youth to wait in the area that you have suggested. Offer something to eat or drink, if possible.
- STEP 5** **Check on the youth** every few minutes and show support without getting into the specifics of the situation.
- STEP 6** **Make sure the youth waits inside the building in the designated area that was set up during the initial site orientation (such as an employee break area, office, etc.).** The youth should not be in the way of normal activities, but at the same time should be in an area where you can easily monitor the situation.
- STEP 7** **When the volunteer/staff arrives; ask to see Safe Place identification.** This ID will confirm that the individual is the person that the agency indicated. If there is any discrepancy or question, call the Safe Place agency back. Do not allow the youth to meet or go with anyone who has not been verified.
- STEP 8** **After the volunteer has escorted the youth from your “Safe Place” site, you** should record the volunteer’s name, your name, the date and the time of the incident.

Thank you! We appreciate your help.



If you have any questions, need training, or updated materials, please contact YMCA Safe Place Services, 2400 Crittenden Drive, Louisville, KY 40217, (502) 635-5233 or go to [www.ymcalsouville.org](http://www.ymcalsouville.org).