



Safe Place Site FAQs

What sort of businesses can be involved with Safe Place?

Sites that can be involved must have at least two staff members on duty when the building is accessible to the public. Ideally, sites will be locations already frequented by youth and are open 24 hours a day.

Safe Place leaves it up to sites to delegate which staff will respond to youth requesting Safe Place. Some sites choose two specific employees to be responsible for Safe Place requests, while others sites allow any employee to respond.

What if I don't have time to respond?

The main reason that Safe Place asks that sites have at least two employees working is so that if one employee is unable to assist a youth then there is another employee available to help. In the rare situation where staff is unavailable (for example, staff is locking up the building for the night), the following options are available:

- (1) Provide the youth with the Safe Place number (1-800-422-TEEN).
- (2) Inform the youth that they can get on a Metro bus and ask for Safe Place.
- (3) Direct the youth to the next closest Safe Place site.
- (4) Inform the youth that he/she can "TXT4HELP" – Text "SAFE" and your current location to 69866, and you will receive an automatic response directing you to the next closest Safe Place site.

What if a youth outside the 12-17 age range asks for Safe Place?

Safe Place encourages sites to call the 800-number so that the Safe Place staff can provide resource information over the phone or to assist in creating a safety plan for the youth/young adult. Unfortunately, Safe Place is not able to respond in-person to these calls.

Does Safe Place always respond in person?

Safe Place staff will determine the appropriate type of response based on the situation. Prior to responding in person, Safe Place staff will ask to speak with the youth on the phone to get an understanding of the youth's needs and the best course of action. Safe Place staff will inform the site employee if they are not going to meet the youth in person.

Examples of why a Safe Place staff might not meet a youth in person include:

- The youth has already been placed at a youth shelter but is contacting Safe Place only for transportation purposes.
- The youth has disclosed that he/she has a run report.
- The youth is extremely emotionally or physically escalated or under the influence of drugs/alcohol (*911 should be contacted*).
- The youth does not want Safe Place staff to meet them in person or declines services.

What do I do if the Safe Place staff does not respond in person?

Site staff are not responsible for assisting youth beyond contacting Safe Place.

If the Safe Place staff does respond in person, where should the youth wait?

Safe Place asks that site staff designate an area for youth to wait where they are not affecting business, but can still be easily checked on by staff.

How long is the wait?

Safe Place aims to arrive in 45 minutes. If it will take longer (traffic, accidents, etc), Safe Place will inform the site employee, providing an estimated time of arrival.



What if the youth decides he/she doesn't want Safe Place or decides to leave?

A youth has every right to leave or decline Safe Place services at any time. If a youth informs Safe Place of this on the phone, Safe Place will communicate with site staff that the youth has declined services. We also ask that if a Safe Place staff member is on the way to meet the youth, and the youth leaves or declines Safe Place services, to please call and inform the staff member prior to their arrival.

What if I know a youth who I believe needs Safe Place?

Safe Place is able to provide resources and discuss options with any adults concerned for a youth's safety. However, because Safe Place is a youth-driven program, an in-person response is only provided for youth interested in the program. The hotline number, 1-800-422-TEEN, should be provided to any youth that could benefit from Safe Place services.

My organization isn't open 24/7. Can I still become a Safe Place site?

Many Safe Place sites aren't open 24/7. In those situations, sites are asked to post an 'If Closed' decal at the entrance of the building. This decal has the Safe Place 800-number listed on it, so youth are still able to access the program.

How do youth learn about Safe Place?

- Youth search for resources online and find the 800-number or TXT4HELP for the address of the nearest Safe Place site
- Through friends.
- Safe Place Coordinators/Liaisons outreach youth at schools and events and give regular presentations.

What if the police respond to the youth at my site and Safe Place has been contacted?

Occasionally, there are instances that warrant a police response (for example, if a youth reports abuse). In these situations, please remain in close contact with the Safe Place staff who will provide information as to if and how Safe Place can be involved with the situation. If police arrive when Safe Place is on their way to the site, please call to let the staff member know. When police arrive, it becomes their primary responsibility to work with the youth. However, Safe Place can arrive in person when appropriate to advocate for the youth. Safe Place staff can also assist by providing resources and troubleshooting over the phone.

