



Live Fear Free Helpline
Llinell Gymorth
Byw Heb Ofn
0808 80 10 800



Cymorth i Ferched Cymru
Welsh Women's Aid

Safely Signposting to Support: Guidance on signposting and use of code-words during COVID 19

When chances to communicate are limited, it might not always be possible or safe for you to openly share the Live Fear Free Helpline number with an individual you are worried about. In this instance, it is important to consider any way that you can safely make the number visible to as many people as possible, through as many channels as possible.

This might mean displaying the Live Fear Free number on a poster in your living room window, in your car, or at your place of work. It might mean speaking to your team at work and getting everyone to include the number on email signatures and signposting your work colleagues to useful support numbers on a company shared drive. It might mean sharing the helpline number on Zoom conference calls or local Covid-19 mutual aid groups and networks on Facebook.

Code words, or coded messages shared via social media are not always a safe and secure way for a survivor to seek help. When set up as a generic way to flag abuse, they can cause confusion or be intercepted by a perpetrator. They can also place the safety of a survivor in jeopardy if messages are only checked intermittently on social media.

Wherever possible, signpost to support via the [Live Fear Free Helpline](https://www.livefearfree.org.uk/) number, so that survivors can access the appropriate support that they need.