



DOMESTIC ABUSE COVID 19

- Encourage survivors to **call 999 in an emergency.**
- Let them know about the **Silent Solution** system for situations when someone calling 999 is unable to speak.
- **Silent Solution:** When you call 999, the operator (the person on the phone) will ask which emergency service is required.
- IF THE Victim cannot say 'police' or 'ambulance',
- They must respond by coughing or tapping the handset if they can.
- If prompted, they must press 55 on their phone. This lets the 999 call operator know it's an emergency and that you aren't safe to speak where they will be transferred to the local police Force.