



ACTION GUIDE

for employees and volunteers in their service at the Diocese of Würzburg

**in cases of suspected sexualized violence against minors
and adults in need of protection or assistance**

Please always note:

- Keep calm and do not act hastily.
- Make notes / minutes of the conversation immediately and directly after the information or observations.
If possible, use verbatim speech (original sound), with date, time and own signature.
- There is an obligation to report even in case of suspicion. Therefore, contact the **intervention officer** immediately,
Telephone: 0931 386-10 004/e-mail: intervention@bistum-wuerzburg.de
If not available: Vicariate General 0931 386-10 000
- If there is a suspicion of a criminal offense and imminent danger: Report immediately to the 112 control center

If...

... an affected person seeks a conversation:

- Tell them that you have to report it.
- Listen to the person concerned, believe them, respect their feelings and treat them with respect.
- Do not ask any questions about the sexualized violence.
- Tell the victim that you will seek help and support from a specialist center, but inform him/her about everything that is done next.
- Do not make promises that cannot be kept afterwards!
- Keep contact details.

... I am unsure:

- Contact the intervention officer: discuss further action together.

... an acute emergency situation arises:

- The control center must be informed immediately 112.
- The intervention officer must be informed as soon as possible.

Behavior towards media representatives (e.g. daily newspapers, radio, television, ...)

No statements may be made. Information and statements to the media are generally matter of the Vicariate General and the press office of the diocese.
Reference should be made to the media office.



**Contact points for victims of sexualized violence
in the Catholic context of the Diocese of Würzburg**