

SUPPORTING OUR VULNERABLE CLIENTS

REACH is a conversational model designed to help you deal with a client when they disclose that they have an addiction, such as gambling, drugs or alcohol. In effect they are reaching out for help. This is to be used alongside the **TEXAS** model for data protection purposes.

R

Reassure and respond

Acknowledge that confiding that information is the first step to recognising the problem and we will not judge or discriminate

E

Empathise

We understand the situation and have experience in dealing with this type of dependency

A

Apply and ask

Ask questions relevant to the information that has been supplied

C

Continuity and continued support

Reassure that we'll provide continued support throughout their journey in whichever form of communication / contact is preferred

H

Help and signpost

Give contact details of relevant external partners to provide practical help and assistance with their addiction