

What to do when your relatives are facing the disappearance of their son or daughter?

- Escort them every moment and be very present.
- If your relatives are shocked and have not taken any action still, help them make the important decisions on that moment.
- Remember: The first hours of a minor disappearance are vital. If they must report to the police, help them to become active and escort them if necessary.
- Facilitate the expression of their concerns and feelings so they can give vent to them. (Listen to them, without interrupting, give them an answer to their feelings).
- Try to transmit calm and serenity: Looking into their eyes, use reassuring words (we are all here, united). Try to calm down exaggerated emotional reactions with reassuring attitudes.
- Give them support and body contact (touching, hugging, taking their hand, caressing).
- Help them accept the facts as they have happened without downplaying them.
- Don't judge any relative and try not to blame them.
- Try not to create unrealistic expectations as we don't know how events will unfold. The information used must be true and real.
- Be clear in your answers and pay attention to any possible doubts that may emerge.
- Offer help for any every day needs (How can we collaborate? We are here to support you in these times)

Remember that at 116000 a professional team of psychologists, social workers and attorneys, is available to provide assistance to you 24 hours a day seven days a week.

**If you want more information please go through our website:
www.anar.org/116000**