

Youth Ambassador Pocket Guide

Boundaries, listening, confidentiality, referral and emergency action.

Your role

- Share accurate awareness information
- Listen with respect
- Encourage safe help-seeking
- Maintain boundaries
- Refer concerns to qualified services
- Escalate immediate risk

Your limits

- Do not diagnose
- Do not provide therapy
- Do not promise absolute secrecy
- Do not keep private high-risk concerns
- Do not meet participants in unsafe or isolated settings
- Do not post participant information or photographs without consent

Active listening

1. Give full attention.
2. Use open, respectful questions.
3. Reflect what you heard.
4. Avoid judgment and pressure.
5. Agree on the next safe step.

Immediate danger

Stay with the person if safe, involve a responsible adult or professional, and contact Rescue 1122, Police 15, Edhi Ambulance 115 or the nearest hospital. Never manage a high-risk situation alone.

After a difficult conversation, debrief with the designated supervisor without sharing unnecessary personal details.