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## Medical Examination

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If something has happened within the last 7 days we will give you the option to have an examination, which can help to preserve any evidence. We can offer this even if you don't want to involve the police at the moment but feel that you might want to in the future.

The examination will be carried out by specially trained medical examiners and you will be supported by one of our crisis workers throughout. Each stage will be explained to you beforehand so you are clear what they are for and we will ensure that you agree to everything before it is carried out. You can stop or pause at any point.

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## Medical Care

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We can discuss your emergency contraception needs. The sooner the emergency contraceptive pill is taken, the more successful it is, this is available to you if required.

Our team are also able to provide immediate sexual healthcare advice and can give you information about screening for sexually transmitted infections (STIs).

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## Follow Up

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We want to know how you are getting on after your visit to The Emerald Centre and we understand that you might have questions after you have left. You can call us at any time if there is something you think of that you need to ask us, we will also call you six weeks after your visit to see how things have been for you and to find out if there is anything else we can do to help.

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## Contact Us

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**Main office number: 01234 897504 / 01234 897052**  
**Out of hours number: 0330 223 0099**  
**E-mail: [admin.emeraldcentre@nhs.net](mailto:admin.emeraldcentre@nhs.net)**  
**Website: [www.emeraldcentre.org](http://www.emeraldcentre.org)**

We are available 24/7 to speak to. Appointments can be made to suit you, upon request. There is an out-of-hours service for police emergencies.

**The Emerald Centre SARC**  
**Bedford Health Village**  
**The Enhanced Services Centre**  
**3 Kimbolton Road**  
**Bedford MK40 2NT**

*If you need further directions or help to get to The Emerald Centre, please telephone or e-mail.*

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## Safety

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If you have concerns about your personal safety then please contact Bedfordshire Police for advice on 101. In an emergency always dial 999.

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## Useful contact details

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| • <b>iCaSH Beds</b>                                  | <b>0300 300 30 30</b> |
| • <b>Luton Sexual Health</b>                         | <b>01582 497070</b>   |
| • <b>Signpost Hub</b>                                | <b>0800 0282 887</b>  |
| <i>(supporting victims of crime in Bedfordshire)</i> |                       |
| • <b>Rape Crisis</b>                                 | <b>0800 802 9999</b>  |
| • <b>The Hope Programme</b>                          | <b>0300 365 1045</b>  |
| • <b>Luton All Women's Centre</b>                    | <b>01582 416 783</b>  |
| • <b>The Samaritans</b>                              | <b>116 123</b>        |



# Services Guide

We Listen. We Hear.  
We Can Help



**Tel. 01234 897504**  
**[www.emeraldcentre.org](http://www.emeraldcentre.org)**

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## What is the Emerald Centre?

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The Emerald Centre Sexual Assault Referral Centre (SARC) offers free support and practical help to anyone in Bedfordshire or Luton who has experienced sexual abuse and sexual violence. Our service is completely confidential and you do not have to give any personal information in order to get help. If you would like to speak to someone we are available 24/7, or you can contact us via our website.

[www.emeraldcentre.org](http://www.emeraldcentre.org)

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## What Next?

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### First Steps...

We are here to make sure that you are heard and receive the help you need in taking your next steps. You can contact us at any time of day or night, we are always here to listen and can arrange for you to visit us.

Whether you would like to:

- Talk to someone about your experience and get emotional support
- Get advice about what services are available to you
- Be referred to sexual health services
- Report someone anonymously to the police

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## Supporting someone else

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If you would like to talk to us about something that has happened to a friend or relative we can talk you through our services and offer emotional and practical support.

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## Safeguarding

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If you or someone else is at serious risk of harm, we have an obligation to inform other agencies. This will be discussed at the time so you will also know where your information is being shared.

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## Some things to consider

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If something has happened to you within the last 7 days, then we would invite you to attend as soon as you can as we can help you decide if you would like evidence collected and ensure you have your healthcare needs met. This does not need to involve the police although we can contact them on your behalf if you would like their help.

If it has been over 7 days there are still many ways in which we are able to help you so please get in touch.

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## What Happens?

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It's up to you. We offer a range of options, some or all of them may be available to you depending on what has happened. You can stop or change your mind at any time.

### Here is what would normally happen...

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## Make Contact

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We cannot offer a drop-in service at The Emerald Centre so please contact us first to make an appointment. You can phone or send us an email to get in touch with you. If you don't want to you do not have to tell us your name, we can still offer you the same help. If you have asked for the police to be involved they will contact us on your behalf.

Depending on what your needs are we will either arrange a time which you can come to The Emerald Centre and meet with us or help you to make contact with other services that may be beneficial. We may ask you to come and see us quickly in some cases to make sure you receive important healthcare as a priority.

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## Arriving at the Emerald Centre

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We will be there to meet you when you arrive for your appointment at The Emerald Centre, from your initial conversation with us you will know how to get there and who you are meeting with.

You are welcome to bring somebody with you to support you if that makes you feel more comfortable.

If you have asked for the police to be involved they will usually bring you to The Emerald Centre after contacting us first.

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## We talk you through the process and ask a couple of questions

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We will go over a few questions and talk through the available options again to make sure that you understand and are comfortable with everything. You can choose to use as much or as little of the service as you want to.

It's ok if you change your mind at any point, we are here to support your choices. You can ask as many questions as you like at any time.

Everything you tell us is treated in confidence and you don't need to tell us anything you feel unable to talk about. We understand that this can be a very difficult process and we will do whatever we can to help you through it during and after your visit to The Emerald Centre.

Sometimes we have to inform other agencies if children or others may be at risk. Where possible, we will seek your permission to share information.