

DO'S

- Share with the victim/survivor that you are sorry they have to go through this.
- Offer to shut the door during the conversation if they prefer it.
- Make sure you inform them that while the University will do everything it can to maintain the privacy of the individual, confidentiality cannot be guaranteed and that you (as a staff or faculty member) member are required to report the incident to the Title IX Coordinator.
- Offer them support through resources such as Safe Place and the Counseling Center.
- Be sure to ask them if they or someone else is in immediate danger. If so, please contact the CSU, Chico Police Department immediately at x5555.
- Make eye contact with the victim/survivor but do not expect it or ask for it from them.
- Make sure to get on their level (i.e. if they are sitting, make sure you are not standing over them).
- Ask if it's okay if you follow up with them at a later date to check in and see how they are doing (make sure you are willing to commit to this before you offer it)
- Do emphasize how brave it is to come forward and share this type of information and that you feel honored that they felt safe enough to share it with you.

DON'T'S

- Tell the victim/survivor you know what they are going through. Even if you have been a victim yourself, this is not the time to share. You can share that you can imagine that this must be incredibly difficult to talk about.
- Make physical contact with the individual (i.e. hug or pat them on the back). Sexual violence of any type is an incredible invasion of one's personal space and making physical contact might trigger them and take them right back to the moment of the attack.
- You can promise that you will not share their information with anyone who does not absolutely need to know, **but do not ever promise confidentiality**. Making a promise you cannot keep will seem like a betrayal to the victim/survivor and they have just lived through one of the most awful acts of betrayal possible.
- Tell them that everything will be okay. Even though we hope that they will find a way to heal and move forward, hearing this in the moment does not always help.
- Most, if not all sexual violence is shocking and sometimes horrific in nature. If the student chooses to share the details of the attack with you, do not let them see how it affects you. Avoid having a shocked look on your face. Letting the victim/survivor see the shock and horror on your face will only remind them of how awful the situation was and it will also lead them to think you cannot handle the situation and it may cause them to stop the conversation with you.
- Do not transport a victim (i.e. to the hospital, law enforcement, court, etc.).

