

Being Respectful	Do	Do not
LISTEN	Listen with a caring attitude and give the survivor opportunity to talk	Do not pressure the survivor to talk and do not push for details
BELIEVE	Believe the survivor	Do not question or minimize the violence
ACKNOWLEDGE FEELINGS	Accept the survivors' feelings	Do not downplay the survivor's feelings. 'You should feel lucky you survived' or 'You should not feel that way'.
AVOID JUDGEMENT	Make it clear the violence is not the survivor's fault	Do not blame or judge the survivor. Do not ask 'why' questions, such as "why did you not run?" They may sound accusatory.
INQUIRE ABOUT NEEDS, CONCERNS and CAPACITIES	Inquire with the survivor about her or his concerns as well as the support they have available (emotional, practical and physical safety). Recognize the survivor's strength to cope with what happened	Do not assume you know what the survivor needs Do not belittle the survivor
SUPPORT	Assist the survivor in considering her or his options and making her or his own decisions Share information and connect to available support	Do not tell the survivor what to do Do not force the survivor to access services