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# During the Conversation

* Give them time and space while they are talking – Silence is okay.
* Respect personal space issues and do not touch them without asking permission.
* Avoid asking “Why” questions or being investigative.
* Use statements such as:
  + Thank you for telling me. / Thank you for trusting me.
  + It’s not your fault. / You didn’t do anything to deserve this.
  + I care about you and I’m here to listen or help in any way I can.
  + This must be really (hard/confusing) for you.
  + I’m sorry this happened. This shouldn’t have happened to you.
  + What do you need the most right now? / How can I help support you?
* Offer a couple of the confidential resources if they would like to speak with someone.
* Only answer questions you are comfortable answering. It’s okay to say, “I don’t know, but I know how to find help.” You can find more information about getting help at PVP’s website: pvp.vpul.upenn.edu
* Allow them to guide the next steps.

# Connect Them with Resources

**Emergency Resources (on call 24/7):**

Student Health and Counseling …...…………........................................................................................215-898-7021 Special Services, Division of Public Safety (DPS) …………………………………………………………….……..………215-898-6600

Student Intervention Services (SIS)………………………………...………………………….…………………………...…...215-898-6081

**Reporting Resources:**

Special Services, Division of Public Safety (DPS) ……………………………………………………………………………215-898-6600

The Office of the AVP for Equity and Title IX Officer …..…….……………………………………..…..…titleixoffice.upenn.edu

**Confidential Support and Referral Resources:**

Penn Violence Prevention ………………...………………………………………………………………………..………pvp.vpul.upenn.edu

Student Counseling (CAPS) ……………………………………………………..……………………………...….caps.wellness.upenn.edu

Lesbian, Gay, Bisexual, Transgender (LGBT) Center ………………………………………..……….…...… lgbtc.vpul.upenn.edu

Office of the Chaplain……………………………………………………………………………………………………...… chaplain.upenn.edu

Office of the Ombuds…….…………………………………………………….………………………………………………ombuds.upenn.edu

Penn Women’s Center (PWC) ………………………….………………….………………………………………….… pwc.vpul.upenn.edu

Student Health Service (SHS).…………………………………………………….…..………………………….….shs.wellness.upenn.edu

Special Services, Division of Public Safety (DPS) ……………………..…publicsafety.upenn.edu/about/special-services

# Take Care of Your Self

It can be difficult to hear about interpersonal violence. If you are survivor, a disclosure may bring up challenging feelings about your own experiences. If you are not sure what to do or what to say to someone, reach out to a confidential resource for some advice and support. We encourage you to get support for yourself by processing the conversation with a confidential staff member (like PVP).

# Supporting A Survivor