

Foundations in Crisis Intervention



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Learning Objectives



- I can recognize common reactions of victims of sexual assault
- I am able to practice effective listening and communication skills for working with survivors
- I understand how to provide effective crisis intervention to sexual assault victims in various settings

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Overview of Topics



- Common Reactions
- Crisis Line
- Information Gathering
- Listening & Communication Skills
- Empathy vs. Sympathy
- Coping Skills & Techniques
- Safety Planning & Suicide Intervention

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Common Reactions

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Emotional Reactions



- Guilt, shame, self-blame
- Embarrassment
- Fear, distrust
- Sadness
- Vulnerability
- Anger
- Confusion, shock, disbelief
- Numbness
- Denial

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Physical Reactions



- Changes in eating patterns
- Changes in sleeping patterns
- Increased startled responses
- Concerns about physical safety
- Physical injury
- Concerns about pregnancy or sexual transmitted infections

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Psychological Reactions



- Nightmares
- Flashbacks
- Depression
- Difficulty concentrating
- Post-Traumatic Stress Disorder (PTSD)
- Anxiety
- Substance use or abuse
- Low self-esteem

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Common Reactions to Sexual Assault



- How might these reactions differ based on:
 - Age
 - Gender
 - Race/Culture
 - Previous Trauma
 - Ability/Disability

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Crisis Line

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Crisis & Support Line Tip Sheet



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Resource Sharing Project | Rural Training and Technical Assistance

CRISIS AND SUPPORT LINE TIP SHEET

<http://www.resource-sharingproject.org/crisis-and-support-line-tip-sheet>

Crisis & Support Line Tip Sheet:

DURING THE CALL



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THINGS WE CAN SAY

- I believe you.
- It's not your fault.
- I'm sorry this happened.
- I'm here for you.
- I'm glad you're alive.
- You deserve support right now.
- You are being so strong.
- You're amazing for pick up the phone and calling.
- Take your time... I'm here when you're ready.
- No need to thank me, you're doing the real work. Honor yourself.
- There is no right or wrong way to feel.
- You don't deserve what happened to you.
- I am just going to be with you in this moment.

IF A SURVIVOR ASKS "WHAT SHOULD I DO?"

How about we work together to come up with a plan for coping with these bad times?

Lets brainstorm together some things that you think may help. Does that sound good?

BRAINSTORM HEALTHY COPING STRATEGIES

First, listen to what they have been using as coping strategies.

Then, help the survivor decrease self-blame for less healthy coping strategies.

Frame coping strategies as survival skills which make the survivor adaptive and creative.

Discuss options for support.

Always encourage self-care.

Just listening is helpful.

Crisis & Support Line Tip Sheet

AFTER THE CALL
(for advocates)



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PHYSICAL GROUNDING

- Run cool or warm water over your hands.
- Grab onto your chair as hard as you can.
- Walk around slowly, noticing each footstep.

SOOTHING GROUNDING

- Say kind statements, like "You are a wonderful person".
- Think of your favorites color, animal, or TV show.
- Picture people you care about.

MENTAL GROUNDING

- Think of something funny to jolt yourself out of your mood.
- Describe your environment in detail.

Thank you for supporting survivors!

SURVIVORS DON'T ALWAYS NEED TANGIBLE RESOURCES.

Often they just need someone to listen. You just did that, and much more:

- You helped them build emotional safety.
- You normalized and validated their feelings.
- You instilled hope for healing, pointed out strengths, and decreased their self-blame.
- You helped debunk misconceptions and gave them the facts.
- You helped them brainstorm healthy coping skills and encouraged self-care.
- You helped them explore their options and validated their concerns.



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Information Gathering

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Information
Gathering



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Know and Tell Why – from FORGE

Why do I/we want this information?

- Helps ensure you are not asking inappropriate questions
- If we know how we will use the information, we can share that with the survivor

<http://forge-forward.org/wp-content/docs/FAQ-08-2012-know-tell-why.pdf>



Information
Gathering



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- **Physical & emotional safety:**
"Are you safe?"
- **Current level of crisis:**
"Do you need medical care?"
- **Service needs:**
"What can I help you with?"

Information Gathering



- It is up to the survivor to determine what details they share
- We don't need to know the details of the assault to provide services
- Some details may be important, as it relates to the services you provide or referrals needed
- Be careful not to make assumptions about the survivor or the incident

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Information Gathering



If you mess up...

- Apologize
- Do better
- Move on

If you don't know...

- Ask for clarification, only if relates to services

Thanks to Molly Herrmann – LGBTQ webinar

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Active Listening & Communication Skills

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Active Listening



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General Tips



- Speak in a calm voice
- Be aware of your pace and tone
- Adjust your tone, based on the victim
- Use the victim's name
- Be affirming and validate victim's feelings
- They will only tell you what they think you can handle

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W.A.I.T.



- **W**: Why
 - **A**: Am
 - **I**: I
 - **T**: Talking
- The survivor should be doing most of the talking. If they are not, step back.
 - Be okay with silence and allow for long pauses.

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What to say... Questions



- "Would you like to tell me more about that?"
- "How can I support you?"
- "Do you have others who can support you?"
- "What concerns you most about that?"
- "How did that make you feel?"

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What to say... Statements



- "It's all right not to talk."
- "Take your time."
- "I am here when you are ready to talk."
- "You get to decide what you share."
- "I am glad you called/I am glad you told me."
- "What happened isn't your fault."

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Empathy & Sympathy

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Empathy Sympathy Compassion



Sympathy

Sympathy is feeling sorrow or pity for the hardships that another person encounters.

Empathy

Empathy is the active choice of putting yourself in the shoes of another.

Compassion

Compassion is wanting to relieve the suffering of another person.

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Brene Brown on Empathy



<https://www.youtube.com/watch?v=Evwug36jhw>

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Coping Skills & Techniques

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Coping Skills



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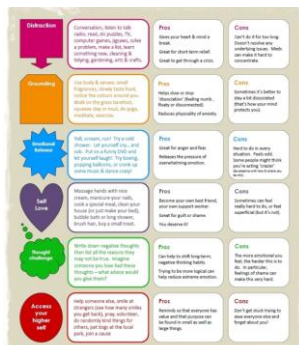
- Negative
- Unhealthy
- Positive
- Healthy

How could you discuss coping skills with survivors?

Coping Skills



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Grounding Techniques



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Grounding Techniques



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Belly Breathe



<https://www.youtube.com/watch?v=mZbxDOpyIA>

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Self-care Exercises for Advocates & Survivors



- [Breathing exercises](#)
- [Guided visualization](#)
- [Qigong exercise](#)
- [Tapping](#)
- [Additional exercises](#)



Terri O'Donnell, LPC, SASA
Project Respect

<https://www.wcasa.org/what-we-do/advocacy/advocacy>

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Safety Planning & Suicide Intervention

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Survivor Safety

- Survivors know their level of safety better than you do
- They are more aware of how news of the assault may impact their lives and their loved ones lives

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Safety Plan

- Safety plan with them to the extent that they are willing
- Safety planning for SA looks different than for DV (unless the perpetrator is their partner)
 - Address physical safety
 - Discuss emotional safety
 - Identify self-care techniques
 - Explore support systems
 - Inquire about safety concerns

Safety Planning Resources: Victim Rights Law Center
<http://www.victimrights.org/resources-professionals>

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Suicide Intervention: Warning Signs



- Suicidal threats
- Previous attempts
- Alcohol and drug abuse
- Statements revealing desire to die
- Sudden changes in behavior
- Withdrawal from friends/family or activities
- Prolonged depression
- Making final arrangements
- Giving away possessions
- Purchasing a gun, stockpiling pills

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Suicide Intervention



****Refer to your agency's policy and procedure regarding suicidal threats****

- Do NOT be afraid to ask if they are thinking about hurting themselves or committing suicide.
- Most people who are contemplating self-harm actually feel relieved and will talk about it if you ask.
- Identify local resources for referrals

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RESOURCES:

National
Suicide
Prevention
Lifeline

ONLINE CHAT
HOTLINE



<http://chat.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx>

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RESOURCES:

National
Alliance on
Mental Illness
(NAMI)

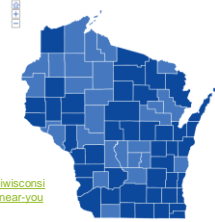
**Find Help Near You**

SERVICES • RESOURCES • SUPPORT

You are not alone! Click your county to learn about the resources and support near you. Counties in dark blue have a NAMI Wisconsin Affiliate.



NAMI is Not Equipped
To Handle Crisis Calls.
If You Are in Crisis
And Need Immediate
Help, Please Call 911.

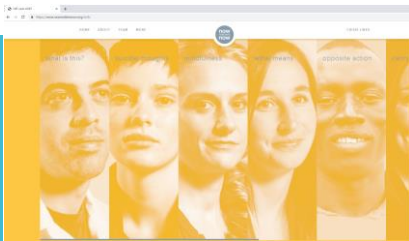


<http://www.namivisconsin.org/find-help-near-you>

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RESOURCES:

Now Matters
Now



<https://www.nowmattersnow.org/>

http://www.dailyuw.com/wellness/article_27d20d94-8a49-11e9-be50-930cb85aca8c.html

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RESOURCES:

Trans Lifeline

HOTLINE
BLOG
OTHER RESOURCES



Trans Lifeline is a national trans-led organization dedicated to improving the quality of trans lives by responding to the critical needs of our community with direct service, material support, advocacy, and education. Our vision is to fight the epidemic of trans suicide and improve overall life-outcomes of trans people by facilitating justice-oriented, collective community aid.



<https://www.translifeline.org/>

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