



1. Let the victims express their intense feelings about the crime.
2. Address the crisis of victimization and confront the obvious hate and prejudice exhibited during the crime.
3. Provide appropriate referrals or assistance with Protective Orders or other immediate safety concerns of the victims. Ask them if they are feeling unsafe. Brainstorm with them some ideas to increase their safety or sense of safety.
4. Let victims know that they may qualify for Victim Compensation. They can work with a Wingspan staff member to find out more information.
5. Thank them for calling. Let them know you are sorry for what has happened to them, and that it's not their fault.
6. Ask them if they would like to make a report to the police. Listen to their concerns about reporting. Let them know the pros and cons of reporting. **NEVER TELL THE PERSON WHAT TO DO.**

If victims enter the criminal justice system, let them know that the Wingspan AVP will do the following services with victims:

1. Provide information to victims concerning the investigation and prosecution of their case, both about their case in particular and about the system in general.
2. Provide victims with information about victim impact statements stressing their importance and use in the justice process, provide the appropriate impact form, and offer whatever assistance they require in preparing the victim impact statement for court and/or parole release hearing authorities.
3. Court accompaniment.
4. Support and guidance around media contacts.