



LISTENING TOOLKIT

HOW YOU CAN SUPPORT SURVIVORS

LET'S FOCUS ON LISTENING

- Give the survivor your full attention.
- Put your phone down and avoid distractions.
- Be patient and don't interrupt.
- Mirror expressions and language used by the survivor.
- Allow for silence.
- Give nonverbal affirmations.
- Maintain eye contact and open posture.

DO'S & DON'TS

DON'T:

- Give unsolicited advice.
- Ask for details unless they want to share.
- Use language survivor avoids.
- Ask interrogating questions.
- Dismiss feelings or fears.
- Make decisions for the survivor.
- Tell them what to do or feel.
- Question the survivor's choices.

DO:

- Ask them what they need and give support.
- Provide resources and options.
- Show empathy and validate their feelings.
- Affirm belief.
- Offer to call a crisis line or go to the hospital, police with them.



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WHEN IT'S YOUR TIME TO TALK...

- Validate the survivors emotions, even if they don't make sense to you.
- Be comforting and patient.
- Don't center yourself. Although you may be angry or upset, try not to let your feelings be the focus.
- Don't try to take over or fix it.
- Be aware of your reactions and facial expressions.
- Don't ask "why." Even with the best of intentions, "why" questions can sound accusatory and make survivors blame themselves.

WHAT CAN I SAY?

SAY THIS...

- "I believe you."
- "This is not your fault."
- "How can I support you?"
- "Thanks for sharing with me/trusting me."
- "I'm so sorry this happened."
- "I'm glad you told me."

DON'T SAY...

- "It could have been worse."
- "Did you say 'No'?"
- "Why didn't you leave?"
- "Why did you drink so much?"
- "Why didn't you call the police?"



RESOURCES

FOR ADULT SURVIVORS

NATIONAL & LOCAL HOTLINES

SEXUAL VIOLENCE

- National RAINN hotline: 800-656-4673
- MOCSA's 24-hour Crisis Line:
816-531-0233 or 913-642-0233

DOMESTIC VIOLENCE

- Metro 24-hour: 816-HOTLINE (816-468-5463)
- Local Shelters/Resources:
 - Hope House (MO) 816-461-4673
 - Rose Brooks Center (MO) 816-861-6100
 - SAFEHOME (KS) 913-262-2868
 - Synergy Services (MO) 816-321-7050
 - Hope Haven of Cass County
816-380-4663
 - Newhouse (MO) 816-471-5800
 - Della Gill / Joyce H. Williams Center
(KS) 913-321-0951

YOUTH CRISIS

National: 800-442-4619

Synergy Youth Crisis Line: 816-741-8700

reStart Youth Hotline: 816-309-9048

LGBTQ VIOLENCE

- Kansas City Anti-Violence Project's
(KCAVP) Hotline: 816-561-0550

SEXUAL EXPLOITATION/ TRAFFICKING

- Veronica's Voice 816-483-7101
- Rended Heart 816-343-4558

SUICIDE

- Suicide National Lifeline:
1-800-273-8255
- Spanish: 1-888-628-9454
- Missouri Crisis Help Line
1-888-761-4357 or Text "Hand" to
839-863
- Suicide Text line: Text "Hello" to 741-741
- LGBTQ The Trevor Project:
866-488-7386
- Trans Lifeline: 877-565-8860

COMMUNITY RESOURCES

- Homeless Hotline: 816-474-4599
- United Way's 2-1-1 Resource Line
 - From cell phone: 2-1-1
 - From land line: 866-320-5764

MOCSA

24-hour crisis line:
816.531.0233 | 913.642.0233

mocsa.org



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