**Phases of Victim Reactions**

**Impact**

Shock

Disorientation

Disbelief

Numb

Physically immobilized

Feelings of vulnerability

Helplessness

Loneliness

Dependent

Feels abandoned

Inability to recall details

Confused

Notes insensitivity of others

Despair

Violation of trust

Fear

**Recoil**

Denial

Irrational fears

Anger

Sadness

Self-pity

Guilt

Tiredness

Emotionally detached

Diminished interest

Hyperactivity

Re-experience of feelings

Intrusions of thoughts

Shame

Moody

Anxious

Nightmares

**Recovery/Reorganization**

Emotional energy returns

Balanced

Suffering lessens

Regains a sense of trust

Ability to sleep/eat normally

Appreciation of life

May become active in organizations to help similar victims

**Needs**

Physical presence

Explanations of the incident

Supportive person

No expectations

Provide safety

Provide security

Understanding

Physical presence

Fulfill dependency needs

Arrange for a companion

No demands

Supportive explanations

Sensitivity

Assurances

Kept promises

Reality testing

**Needs**

Listen; ask questions

Listen; reality testing

Express it; fantasize

Physical presence

Listen; ventilate

Listen; ask questions

Restrict demands

Physical but nonintrusive presence

Support

Encouragement to slow down

Listen; ventilate

Express thinking

Reality testing

Understanding

Encourage focus

Write out

**Needs**

Supportive environment

Do not rush or make unrealistic demands

Nonjudgmental

Acceptance of victim

Simply present in mind, body, and spirit

throughout the ordeal