**Things to Say and Not to Say to a Victim**

**DO NOT**

* Ask blaming questions – Why?
* Tell them everything is all right if it is not
* Answer questions that you do not know the answers to
* Make promises that you cannot deliver
* Use jargon (PR bond, CBW, TDC)
* Force details
* Use emotionally charged words
* Make demands
* Insist on talking – silence is okay
* Impose your religious beliefs or personal philosophy
* Judge

**DO NOT SAY**

* “It’s God’s Will”
* “You’re so strong; I know you can handle this.”
* “Tell me what I can do”
* “I understand”
* “I know how you feel” (unless you have been through the exact same experience)
* “He’s with God now and at peace”
* “It was a blessing that…”
* “You will get over this”
* “Remember to be strong for the children”, etc.
* “Just be thankful that…”
* “You’re lucky that…”
* “He probably didn’t know what hit him”

**DO SAY**

* “I am sorry that this has happened.”
* “I cannot imagine how difficult this must be for you.”
* “I would like to be with you for a while if you don’t mind.”
* “Would you like for me to help you with…”
* “It’s not your fault.”