

# OFFICE OF VICTIM SERVICES



## DEPARTMENT OF JUVENILE JUSTICE

### TIPS FOR TALKING WITH VICTIMS



- TAKE TIME TO LISTEN AND LET VICTIMS TELL THEIR STORY
- BE COURTEOUS AND PATIENT
- USE CLEAR, UNDERSTANDABLE LANGUAGE
- GIVE INFORMATION ON THE JUVENILE JUSTICE SYSTEM, HOW IT WORKS, AND WHAT THEY CAN EXPECT
- ASK VICTIMS IF THEY UNDERSTAND THEIR RIGHTS AND BE PREPARED TO EXPLAIN THEM, IF NEEDED
- ENSURE YOU HAVE CURRENT CONTACT INFORMATION
- GIVE THEM YOUR CONTACT INFORMATION
- OBSERVE VICTIM CONFIDENTIALITY
- OFFER ASSISTANCE AND RESOURCES FOR CRIME COMPENSATION, COUNSELING, AND ADVOCACY
- TELL VICTIMS THAT YOU ARE SORRY FOR WHAT HAPPENED TO THEM
- EXPLAIN HOW RESTITUTION IS HANDLED IN THE JUVENILE SYSTEM IN YOUR CIRCUIT
- ASK VICTIMS ABOUT THE OFFENSE AND ITS IMPACT ON THEM AND THEIR FAMILIES AND FRIENDS (LISTEN FOR STATEMENTS ABOUT THE EMOTIONAL, PHYSICAL, AND FINANCIAL IMPACT OF THE CRIME)
- ASK WHAT THEY WOULD LIKE TO SEE HAPPEN TO THE OFFENDER
- ASK IF THEY HAVE RECOMMENDATIONS FOR COMMUNITY SERVICE PLACEMENT, SUCH AS FAVORITE CHARITIES, OR RECOMMENDATIONS FOR OTHER CONDITIONS OF SUPERVISION
- ASK IF THEY WANT TO BE KEPT UPDATED ABOUT THE STATUS OF THEIR CASE AND THE OFFENDER AND, IF THEY DO, KEEP THEM UPDATED
- ASK IF THERE ARE ANY SAFETY OR SECURITY CONCERNS (FOR EXAMPLE: ARE THEY THREATENED, HARASSED, OR INTIMIDATED BY THE OFFENDER?)
- ACCEPT THE VICTIM'S POINT OF VIEW AND LET THEM VENT

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- X DON'T TELL VICTIMS YOU "KNOW HOW THEY FEEL"
- X DON'T USE DEPARTMENTAL OR OTHER JARGON  
(DON'T USE ACRONYMS)
- X DON'T MINIMIZE THE OFFENSE
- X DON'T BECOME DEFENSIVE OR ARGUMENTATIVE
- X DON'T TELL VICTIMS HOW MANY CASES YOU HAVE OR HOW  
BUSY YOU ARE (THEIR CASE IS THE ONLY CASE FOR THEM)
- X DON'T PASS VICTIMS ON TO SOMEONE ELSE
- X DON'T TELL VICTIMS YOUR STORY OF VICTIMIZATION OR  
TRY TO TOP THEIR STORY
- X DON'T MAKE PROMISES YOU CAN'T KEEP  
(FOR EXAMPLE: "I'LL GET YOU RESTITUTION")
- X DON'T CUT VICTIMS OFF OR TELL THEM HOW THEY SHOULD FEEL
- X DON'T DISREGARD THEIR SAFETY OR SECURITY CONCERNS

*For Victims needing more assistance, refer them to:*

Georgia Department of Juvenile Justice  
Office of Victim Services

404-508-6500

1-866-922-6360 Toll Free

victimservices@djj.state.ga.us



[www.djj.state.ga.us](http://www.djj.state.ga.us)