

Five Steps: Responding to Disclosures Ensuring a Trauma-Informed Response



Step 1. Listen and Respond Empathetically

Here are helpful tips to listen and support without asking the survivor to relive the traumatic experience:

- Speak to the survivor in a private location
- Explain that you are not confidential
- Project a calm and non-judgmental demeanor
- Focus on the impact, not the incident



Step 2. Assess Urgency

Urgent situations include the following:

- Possible sexual assault within the last 14 days
- Escalation of physical violence
- Changes in behavior or appearing in distress
- Approaching academic deadlines
- Disclosure of fear for safety and/or well-being



Step 3. Connect with CARE at SARC

CARE Survivor Support Specialists can support survivors.

Services include:

- On-call 24 hours/day, on weekends and on holidays for safety planning and urgent support
- Case management for academic, housing and employment concerns
- Assistance in navigating police, administrative and non-investigative reporting options



Step 4. Notify Supervisor with Info to Fulfill Reporting Responsibilities

Be transparent with the survivor about your reporting responsibilities and to which offices you will be reporting to. After you notify your supervisor, follow your department or organization-specific policies, fulfill your reporting responsibilities and include your referral to CARE at SARC and/or other resources in your documentation.



Step 5. Seek Support for Yourself

Secondary or vicarious trauma can impact those supporting survivors. Resources are available to you as well. CARE at SARC staff is available as a support.



Our Services

CARE at SARC provides free and confidential support for UC San Diego affiliates, including students, staff and faculty at affected by sexual assault, relationship violence and stalking. Services include:

- Survivor Support Services
- Holistic Healing Groups
- Prevention Education & Trainings
- Consultations



Contact Info

Walk in hours: Mon, Wed, Fri from 8:30 am - 4:00 pm

24/7 Phone: (858) 534-5793 for urgent needs and/or appointments

Email: careadvocate@ucsd.edu to schedule an appointment

Email: careinfo@ucsd.edu for general inquiries or to request programs

Off-campus Support: 24/7 San Diego County Crisis Hotline (888) 385-4657

Confidential Resources

- CARE at the Sexual Assault Resource Center: (858) 534-5793
- Faculty and Staff Assistance Program (FSAP): (858) 534-5523
- Center for Community Solutions (CCS) Off-Campus: (888) 385-4657

All communications with users of CARE services are privileged and confidential under California Evidence Code Sections 1035.2 and 1037.2.

