



National LAP Conversation Guidelines for High-Danger Victims

1. Gather information from the Officer.

- Introduce yourself.
- Get the "yes" and "did not answer" responses from the officer; complete the Lethality Screen.
- Determine if the victim is willing to speak with you.

2. Identify yourself and establish rapport.

- Thank the victim for choosing to speak with you.
- Introduce yourself & explain services and limitations to confidentiality.
- Empathize with the victim's situation and express your admiration of the victim's courage.
- Normalize and validate the victim's feelings.
- Let the victim know you and the Officer support him/her.

3. Reiterate how dangerous the situation is.

- Express your concern for the victim (and her children's safety).
- Reinforce what the Officer has already told the victim: in situations such as this, people have killed.

4. Provide education and safety planning.

- Using responses from the victim's Lethality Screen, begin to educate the victim on power & control.
- Use **Safety Planning Considerations** as a guide to create an individualized safety plan. Ask the victim what her/his biggest concern is right now and problem-solve around that issue.

5. Encourage the victim to come in for services.

- Remind & encourage services in a way that will be appealing and of interest to the victim.
- Identify the victim's best availability and attempt to schedule an appointment (ideally within 24-48 hrs).
- Let the victim know we will call for follow up, and get appropriate information and permission.
- Praise the victim for speaking with you & praise him/her for their courage and strength.
- Encourage the victim to overcome barriers to keeping or making appointments with you.
- Remind the victim the hotline is always available to support him/her.
- Ask the victim for consent to share the some details of the plan you came up with the Officer

6. Speak with the Officer.

- If the victim gave consent, provide the Officer with a brief summary of your conversation with the victim.
- Make sure the Officer is leaving the hotline contact information with the victim.
- Thank the Officer for calling and advocating for the victim.