

# When a survivor develops mistrust of a caseworker

There are several things you can do.

**First, Check in with the survivor and Acknowledge that you may have broken the survivor's trust and apologize. For that, you can say:** *I know that I broke your trust by [PAUSE]. I'm sorry that happened or I'm sorry I did that* (this will depend on the circumstance for example, if it's a breach of confidentiality that was necessary or intentional vs. a mistake vs. something else. You could add: *I imagine that you may be feeling let down by me.*

**Second, you can Communicate that you know it will take time for her to trust you again and that you want to work hard to re-establish her trust in you. You can say:** *I know that it was not easy for you to confide in me and trust me with what happened to you and I'm sorry that you had to experience again being let down by someone you trusted -or who you expected would help you and not harm you. I know it will take time for you to trust me again and I hope you will give me the chance to restore that trust should you be open to still working with me.*

**Third, you can Ask the survivor if there is anything you can do to facilitate the process of regaining trust. You could say:** *I was wondering if we could discussion together what would help you feel that you could potentially trust me again.*

