



# How to engage and take action following an incident

## 1 Ask to speak to the victim, so you can check in with them.

- “I was pretty worried about what I saw happening. How are you doing?”
- “You don’t deserve to be treated the way you were. What was happening to you wasn’t your fault.”
- “Do you feel safe?”
- “Would you like to talk about what happened?”
- “I’m here for you. How can I best help you?”

## 2 Confront the person directing the harmful behaviour, if safe to do so.

- “We have control of our actions.”
- “Yes, you can be angry, jealous or annoyed, but you also have control of your behaviours. And your behaviours were hurtful, so you must own that.”
- “How do you think the other person felt?”
- “How else could you have dealt with that situation that wouldn’t have harmed anyone?”

## 3 Seek support following the incident.

- Refer the victim and/or perpetrator for further support as necessary
- Seek support for yourself, as needed, and take care of your mental health as a coach.

### Be sure to avoid:

- Trying to solve the problem without victim input
- Explaining why it happened to them
- Quizzing the victim about what happened

The Support Through Sport eLearning series and resources educate coaches on how to take action following an incident.

Learn more at [coach.ca/SupportThroughSport](https://coach.ca/SupportThroughSport).

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