

**LITTLE ROCK POLICE DEPARTMENT  
GENERAL ORDER**

**G. O. 314 VICTIM SERVICES PROGRAM**

<b>DATE:</b> 10/16/2023	<b>DISTRIBUTION:</b> DEPARTMENTAL	<b>REPLACES:</b> 08/21/2012	<b>NUMBER:</b> G. O. 314
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**I. General**

- A. The City of Little Rock is committed to the development, implementation, and continuation of appropriate victim/witness services. It is the desire of our agency to develop a better rapport between law enforcement professionals and those persons within our society, who have been directly affected by crime. By so doing, we help to ensure that a witness or victim's interests are protected and that they are treated with fairness, compassion, and dignity.
- B. Victim Services Program – A program of the Little Rock Police Department designed to establish and maintain a positive working relationship between the Police Department and other assistance sources with regard to victim/witness assistance programs.
- C. Victim - A person who suffers physical, financial, or emotional harm as the direct result of a felony or misdemeanor crime against persons. Also regarded as victims are the spouse, child, parent, or legal guardian of a homicide victim. This definition excludes any person involved in a crime as a perpetrator or accomplice.
- D. Victim Services Program Supervision
  - 1. The Victim Services Coordinator will report to the Major Crimes Division Violent Crimes Unit Sergeant.
  - 2. The Victim Services Coordinator will supervise the Victim Services Specialists, which will collectively comprise the Victim Services Program Staff.
- E. The Victim Services Program Staff will:
  - 1. Ensure that the Little Rock Police Department complies with laws pertaining to crime victims and witnesses; and,
  - 2. Ensure that there is a response to all inquiries from interested persons concerning victim assistance.

**II. Objectives**

- A. The objectives of the Victim Services Program are to provide services to those crime victims whose cases are never referred for prosecution and to provide services to crime victims during the preliminary investigation stage.
- B. Subject to the appropriate application of the provisions of the State of Arkansas Victim's Bill of Rights, all victims have rights that include:

1. To be treated with dignity and respect;
2. Notification of victims of court proceedings and critical events in the criminal justice process;
3. Assistance in obtaining protection from harm;
4. Assistance in applying for financial assistance and other social services;
5. Assistance in applying for witness fees;
6. Assistance with the return of property, other than contraband, when it is no longer needed as evidence;
7. Intervention with victim's employer in order to minimize loss of wages and other benefits resulting from court appearances;
8. Nondisclosure of information about victims;
9. Information from law enforcement;
10. Presence at court proceedings;
11. Victim impact statement at sentencing and at parole hearing; and,
12. Rights of members of victim's family.

### **III. Victim Services Program**

#### **A. Services provided to victims/witnesses of crime include:**

1. 24-hour crisis intervention for homicides, rapes, and severe domestic violence cases;
2. Contact with victims within 24 to 72 hours after the crime has been reported, each victim will be assigned a staff member to act as an advocate;
3. Hotline referral service, #501-918-4357 (HELP);
4. Encouragement of victims to cooperate with police;
5. Provide officers with informational cards for distribution to victims during initial contact. This card provides the victim of necessary information regarding the status of their case and referral numbers for service providers;
6. Network and collaborate with service providers throughout Little Rock area to provide such services as rental assistance, food, clothing, and other short-term needs;
7. Network with providers that specialize in hearing impaired, disabilities, elderly, LGBTQIA+, visually impaired and language barriers;

8. Follow-up contact with victim within 10 days and depending on the severity of the incident, once a week. Volunteers will make telephone reassurance calls to check with the victim;
9. Follow-up contact with families of homicide victims will be made by each families chosen method of phone, text, email or letter and will occur as follows:
  - a. For closed cases, where charges have been filed, we will continue to follow up as there are developments in those cases. Some examples would be when the case is filed in Circuit Court, where there are upcoming hearings, when there is a change in custody status, etc. In the event that there are no new developments over a three-month period prior to trial, we will make follow-up contact every three months until the case goes to trial.
  - b. We will provide follow-up for open/unsolved cases every two months for the first six months following the homicide and then every three months thereafter for one year. Following that we will continue to make contact every six months for cases that are less than three years old. For the open/unsolved cases, we will first reach out to the assigned detective to see if there is any new information to provide the family, and, if not, we will let the family know that it remains open and see if there are any questions they have, services they are in need of, etc. We will update the assigned detective of the contact and let them know if the family is requesting additional contact from them. After the three year point if no arrest(s) have been made or investigative leads have grown cold the cases should be viewed as a cold case. Cold Case Homicides should be dealt with on a case-by-case basis.
10. Collaborate with Community Service Providers to provide emergency shelter in hotels and provide temporary transportation;
11. Assist in scheduling line-ups, interviews and other required appearances at the convenience of the victim/witness and at the option of the agency, providing transportation, if feasible;
12. Assist in explaining procedures involved in the prosecution of cases;
13. Assist in the prompt return of personal property;
14. Provision of information from the ~~Attorney General's~~ Arkansas Department of Public Safety office regarding the Crime Reparations Fund and assist with application if needed;
15. Assistance with Orders of Protection;
16. Provision of victim notification upon arrest and during post-arrest processing of the suspect;
17. Provision of services to families and personnel of the LRPD who have suffered line of duty injuries or death; and,
18. Assist the Training Division with academy and in-service training regarding the Victim Services Program.

- B. The Communications Center shall be the link between law enforcement and the Victim Services Staff regarding victim/witness assistance offered by police, fire and ambulance personnel. The Victim Services Staff will be available for 24-hour on-call assistance. Communications Center personnel shall alert the on-call Victim Services Staff member for homicides, rapes, and severe domestic violence cases. Officers shall remain at the scene of an incident until Victim Services staff has completed their interviews.
- C. The Communications Center shall provide referral information, available 24 hours a day, regarding area services offered by other governmental or private sector organizations for victims/witnesses in need of medical attention, counseling, and emergency financial assistance.

#### **IV. Responsibilities**

- A. The Victim Services Coordinator shall administer and coordinate the Victim Services Program. Responsibilities include:
  - 1. Ensure that the Little Rock Police Department is aware of the Victim Rights Laws;
  - 2. Ensure that there is a response to all inquiries from interested persons concerning victim assistance; and,
  - 3. Biennially (once every two years) complete an analysis of victim/witness assistance needs within our service area.
- B. Victim Services Staff will be responsible for the following:
  - 1. Cause each crime report to be screened to ensure that each victim of a criminal attack is aware of victim assistance and related community services available within the service area;
  - 2. Documentation – A copy of the referral form will be placed in case files; and,
  - 3. Ensure the confidentiality of all cases.
  - 4. In those instances where a victim or witness has specific credible reasons to fear intimidation or further victimization determine appropriate assistance using the following factors:
    - a) The nature of the case;
    - b) The nature of the threat; or,
    - c) The resources available to our agency at the time.
- C. Major Crimes Division will be responsible for:
  - 1. Notifying victims of the circumstances of a suspect's arrest.
    - a) Detectives shall provide written documentation of this notification for inclusion in the case file.

- b) A copy of the victim notification shall be forwarded to Victim Services for follow-up assistance to include:
      - (1) Notification of victim services and victim compensation;
      - (2) Notification of critical events in the criminal justice system;
      - (3) Notification of any pre-trial or post-trial release of the defendant; and,
      - (4) Notification of a defendant's appeals or post conviction remedies.
  - 2. Referring victims/witnesses to Victim Services for follow-up assistance.
- D. Sworn personnel will be responsible for the following:
- 1. Provide appropriate information to victims/witnesses, and/or their families when responding to the following:
    - a) Crimes against persons offenses;
    - b) Family violence calls; and,
    - c) Motor vehicle accidents involving death or serious injury or those involving DWI.
  - 2. Appropriate information will include, but is not limited to the following:
    - a) Applicable services available (i.e. counseling, medical attention, compensation programs and victim advocacy);
    - b) Suggestions of what to do if the suspect or suspect's companions or family threatens or intimidates the victim/witness;
    - c) The Offense report number;
    - d) A telephone number where additional case information can be directed to or can be obtained from; or,
    - e) Subsequent steps in the processing of the case.
  - 3. The above information is included on informational cards to be provided to victims. Officers will be responsible for keeping a sufficient supply of these cards.
- E. Training Division will be responsible for:
- 1. Ensuring all new employees (both sworn and non-sworn) are informed of existing community victim/witness assistance programs through basic and field training;
  - 2. Updating training programs as laws and available services change; and,

3. Ensuring sworn personnel and non-sworn personnel receive training in Victim Services Program and the role of law enforcement in providing assistance.
- F. All personnel (sworn and non-sworn) shall ensure the confidentiality of records and files of victims/witnesses to the extent consistent with applicable law.
- G. Public Affairs Officer will work closely with the Victim Services Coordinator to govern the agency's efforts to periodically inform the public and the media of existing and new victim/witness programs.

**V. Notification - Next of Kin of Deceased, Seriously Injured, or Seriously Ill Persons**

- A. In the case of a homicide or suicide/attempted suicide, or cases of serious injury resulting from a crime against persons, a member of the Major Crimes Division shall be responsible for notifying the next of kin. The detective may request a Victim Services staff member accompany him for the notification.
- B. In the case of a fatality or serious injury accident, the Police Chaplain or personnel designated by a Field Services Division supervisor shall be responsible for the notification.
- C. Request for notification of next of kin in the case of a serious illness shall be at the discretion of the Shift Supervisor.
- D. When the next of kin resides outside Little Rock, the law enforcement agency in the area of residence shall be contacted by terminal message. The agency shall be requested to make the notification and a contact name and number with this department will be provided for the next of kin.
- E. Notification requests initiated by other agencies should include a terminal confirmation and all required information for the next of kin, including a contact person within that agency. The Communications Center shall contact a Field Services Division Shift Commander, who shall designate an officer to give notification.
- F. The Police Chaplain should be available to accompany officers when contacting the next of kin for notifications.
- G. All notifications shall be carried out in a prompt, courteous, and considerate manner.

**VI. Departmental Deaths and Serious Injuries**

- A. This Order deals with the death or serious injury of personnel in the following categories:
  1. In the line of duty:
    - a) By felonious criminal action;
    - b) Accidental; or,
    - c) Other causes.

2. Natural causes;
  3. Active duty, non-uniform personnel; and,
  4. Retired employees (uniformed and non-uniformed).
- B. Officers killed or seriously injured in the line of duty:
1. The purpose of this Order is to implement procedures when a member of this Department is killed or seriously injured in the line of duty. It is preferred that other members of the Department notify Departmental personnel, if at all possible, instead of by the media.
  2. Notification;
    - a) Family
      - (1) When an officer is killed or seriously injured, the officers unit commander will immediately dispatch a supervisory officer to notify the victims;
        - (a) Spouse, if applicable;
        - (b) Children, if applicable;
        - (c) Parents;
        - (d) Other relatives, as requested by spouse or next of kin; and,
        - (e) Close friends and/or clergy, as requested by the spouse or next of kin.
      - (2) The supervisor making the notification shall stay with the next of kin, acting as department liaison, until such time as he is relieved of such responsibility by the family, department or by his own determination. He shall have additional officers at his disposal as circumstances dictate. The supervisor may utilize the Police Chaplain, but the Chaplain will have additional duties and responsibilities.
    - b) Upon determination of an officer's death or serious injury, the first officer on the scene shall immediately notify;
      - (1) Communications;
      - (2) His immediate supervisor; and,
      - (3) Other on duty units as immediately as necessary for securing the scene.
    - c) The first supervisor on the scene shall be responsible for the integrity of the scene as enumerated in General Order 302.V.B.

- d) The Field Services Division Shift Commander shall be responsible for notifying all Division Commanders, Chaplains, Assistant Chiefs and the Chief of Police. Division Commanders shall be responsible for notifying personnel under their command through their chain of command.
  - e) Initial notification should include:
    - (1) The officer's name;
    - (2) Seriousness and type of injuries;
    - (3) Time of occurrence;
    - (4) Location of occurrence;
    - (5) Type of call or circumstance;
    - (6) Suspect information; and,
    - (7) Location of the victim (name and location of hospital or morgue).
  - f) As soon as possible after accurate information is compiled, the Public Affairs Officer shall disseminate information to all members of the Department.
3. Hospital Procedures
- a) The following department personnel are authorized to respond to the hospital when necessary:
    - (1) Department Staff officers;
    - (2) Officers assigned to the investigation;
    - (3) Crime Scene Search Unit technicians;
    - (4) Police Chaplain;
    - (5) Family liaison and officers acting in a support role to the family; and,
    - (6) Other officers as authorized by Department Staff.
  - b) At least one officer shall be assigned security of the area. He shall allow access to:
    - (1) Those authorized above;
    - (2) Medical personnel; and,
    - (3) Family and persons they authorize.



- c) The employee's immediate supervisor will take control of the employee's personal property and City property in the employee's possession, and will store the property in the Department's property section or turn it over to the Crime Scene Search Unit as circumstances dictate. Additional City property assigned to the employee shall be obtained from his locker, desk or residence at a later date unless it is necessary for the investigation of the offense in which the employee is directly involved. If the employee's supervisor is not available to take possession of the property, a supervisor appointed by the Division Commander will be responsible for the property.
- d) A supervisory officer assigned by the Chief of Police shall coordinate efforts with the hospital's security/administrative staff in securing appropriate areas for family, friends, department personnel and media access and security for those areas.
- e) The Public Affairs Officer shall coordinate media releases at the hospital, the incident scene and Department headquarters.

4. Assistance

- a) The Victim Services representative shall assist the family with referrals for:
  - (1) Transportation;
  - (2) Child care;
  - (3) Monetary assistance for food, lodging or other necessities; and,
  - (4) Other items as circumstances dictate.
- b) The Victim Services Coordinator is authorized to request department resources as deemed necessary within legal guidelines.
- c) The Victim Services representative shall be responsible for obtaining information, applications, forms, and other items related to death benefits and/or worker's compensation claims as may be required by the family. These may include, but are not limited to:
  - (1) City of Little Rock life insurance policies and benefits;
  - (2) State of Arkansas survivor benefits;
    - (a) Killed in the line of duty; (21-5-704);
    - (b) Permanently disabled in the line of duty; (21-5-705);
    - (c) Killed in the line of duty as a result of a felonious criminal action; (21-5-705);
    - (d) College scholarships for spouse or children (6-82-503);

- (3) Police pension death or disability benefits; and,
  - (4) Federal government death benefits.
- d) The Victim Services representative is not required to, but may assist the family in obtaining additional benefit information (life insurance, will and probate court requirements, etc.).

5. Funeral

- a) Upon notification of the death of an officer as enumerated in subsection A., the Office of the Chief of Police shall appoint a supervisory officer as Honor Guard Commander.
  - (1) The Commander shall assemble officers as necessary to act as Honor Guard members and pallbearers (if so desired by the family).
  - (2) The Honor Guard shall report to the Commander for their duty hours and assignments and shall be detached from their normal duties until their assignment is completed.
- b) The Honor Guard Commander shall assign four members of the Honor Guard to be on-duty at all times the body is available for public view or visitation.
  - (1) One team of two members shall be stationed with the deceased officer, one team of two members shall be in relief, and the two teams shall rotate assignments every quarter-hour during their shift.
  - (2) The relief team shall be responsible for incidental duties at the place of visitation as they arise.
  - (3) The Honor Guard shall be utilized during the funeral and graveside services to honor the deceased.
- c) The Chief of Police shall appoint a supervisory officer as Color Guard Commander.
  - (1) The Color Guard Commander shall assemble officers as necessary to train and fulfill duties involving the Flag of the United States of America during the funeral and graveside services.
  - (2) Members of the Color Guard shall report to the Color Guard Commander for their duties and duty hours and shall be detached from their normal duties until the conclusion of the memorial services.
- d) Other members of the department, although not specifically enumerated on this Order, may be utilized for special assignment with authorization by the Chief of Police.

- e) The liaison officer shall assist the family in making specific funeral arrangements, if they so desire. Considerations should include:
  - (1) The funeral home (some funeral homes supply funeral services, caskets and grave sites for officers killed in the line of duty which the family may or may not choose to use);
  - (2) Clergy;
  - (3) Time and date of the service;
  - (4) Location (church, synagogue, religious edifice, funeral home or graveside); and,
  - (5) Other information associated with the funeral.
- f) The Public Affairs Officer shall be responsible for disseminating information to the Department concerning funeral arrangements.

C. Funeral Categories

- 1. With the consent of the employee's family, the following classifications of funerals are authorized by this Order:
  - a) Departmental with Full Honors:
    - (1) This classification is reserved for employees whose death occurred in the line of duty by:
      - (a) Felonious criminal action;
      - (b) Accident; or,
      - (c) Other causes.
    - (2) This funeral service shall include:
      - (a) Vehicular escort provided by members of the Department (The Traffic Services Commander shall be responsible for assigning the appropriate number of units for escort and coordinating the funeral procession with other agencies, which may be involved in the procession.);
      - (b) Honor guard;
      - (c) Color guard and presentation of the Flag of the United States of America to the next of kin;
      - (d) Rifle salute;

- (e) Bugle and/or bagpipes; and,
    - (f) Approval for on-duty attendance by Departmental personnel, as staffing allows.
  - b) Departmental with Honors:
    - (1) This classification is reserved for:
      - (a) Active duty employees whose deaths occur from natural causes or whose death is not duty related;
      - (b) Retired sworn employees; or,
      - (c) Any active or former employee as approved by the Office of the Chief of Police.
    - (2) This funeral shall include:
      - (a) Vehicular escort provided by the Department;
      - (b) Honor guard;
      - (c) Color guard and presentation of the Flag of the United States of America to the next of kin;
      - (d) Bugle and/or bagpipes, as appropriate; and,
      - (e) Approval for on-duty attendance by Departmental personnel, as staffing allows.
  - c) Departmental
    - (1) This classification shall be reserved for:
      - (a) Employees not enumerated in the above categories; or,
      - (b) Members of the immediate family of active or retired uniformed employees.
    - (2) This funeral shall include:
      - (a) Vehicular escort provided by the Department; and,
      - (b) Representation by the Chief of Police or his designate.
- 2. Nothing in this Order shall limit the family from including fraternal and/or military observances to which an employee is entitled.

3. Assistance to other agencies. - When other agencies request funeral escort assistance from this Department, the Traffic Services Commander shall coordinate those efforts. When additional resources are required, the Office of the Chief of Police shall coordinate those efforts.
4. Order of Service and Protocol - The funeral classifications listed above shall adhere to the following funeral service guidelines, taking into consideration the classification limitations and the family's wishes:
  - a) The Honor Guard Commander shall be Commander of the Service. He shall issue all commands for members of the Department (the Assembly or Detail) in attendance and all personnel shall follow his orders relating to the rendering of hand salutes, calls to attention, and rest.
  - b) All uniformed officers will attend in Class A uniforms, which includes head coverings.
  - c) Inside the Chapel or Sanctuary, officers will pay their respects with covered head and thereafter, upon being seated or standing in a standing-room-only situation, shall remove their head covering until conclusion of the indoor service. Honor Guard members shall wear head covering throughout the service.
  - d) Officers shall exit the service in a military manner, with little conversation while inside the building in which the service is held.
  - e) Officers will not smoke or use tobacco products indoors, nor in sight of the general public outdoors, throughout the time of the services.
  - f) Pallbearers will follow the instructions of the Funeral Director.
  - g) The Assembly shall be called to attention and shall render a salute when ordered by the Commander of the Service upon removal of the casket from the building in which the service was held.
  - h) The funeral procession shall proceed from the funeral service to the place of internment with marked police units in the lead. All units acting as escort shall utilize full emergency equipment and units in the procession not acting as escort shall use emergency lights in addition to headlights as required by city ordinance and state law governing funeral processions. Units working traffic assignments along the route of the procession shall render a salute to the hearse and the family as they pass.
  - i) The procession protocol shall be:
    - (1) Escort units;
    - (2) Honor Guard;
    - (3) Clergy;
    - (4) Hearse;

- (5) Pallbearers;
  - (6) Family;
  - (7) Chief of Police;
  - (8) Dignitaries;
  - (9) Staff Officers;
  - (10) Little Rock Police officers;
  - (11) City Employees;
  - (12) Other agency officers; and,
  - (13) Escort units.
- j) Officers at the place of internment prior to the arrival of the procession will render a salute to the hearse and the family as they pass.
  - k) Prior to removing the casket from the hearse, officers will assemble and the Commander of the Service will bring the Assembly to attention; they will render salutes as the Commander orders during the graveside ceremonies. (Uniformed officers will have heads covered throughout the graveside services).
  - l) At the conclusion of remarks by the clergy, the Color Guard will proceed with the flag ceremony. At its conclusion, the flag will be presented to the Chief of Police (or his designate) who will present it to the next-of-kin.
  - m) While the assembly is at attention and saluting, music will be performed by bugle and/or bagpipes and a rifle salute will be volleyed.
  - n) In instances where fraternal or other ceremonies are observed, they shall follow the rifle salute unless protocol demands they be observed elsewhere. In those instances, the Commander of the Service shall coordinate with their dignitaries prior to the service.
  - o) At the conclusion of the ceremonies, the Commander of the Service shall dismiss the assembly.

5. City and Departmental Support

- a) The City of Little Rock and the Little Rock Police Department consider their employees and families as their greatest assets. To assist employees and families during times of grief, the City offers the Employee Assistance Program as an employee benefit. Employees and employee families are qualified to use this service at no charge.

- b) The Little Rock Police Department also has a Chaplaincy program available to employees and their families. Employees are urged to utilize the Employee Assistance Program and/or the services of the Police Chaplain.

Additions and revisions are *italicized and underlined*.

*Deletions are denoted with a strike through.*