


The Tarrant County College District Police Department

GENERAL ORDER

	SUBJECT	GENERAL ORDER NUMBER
	VICTIM ASSISTANCE PROGRAM	600.00
	CALEA STANDARDS	EFFECTIVE DATE
	1.3.9, 1.3.10, 1.3.11	May 1, 2015
	APPROVAL	REVISION DATE
	Shaun Williams, Chief of Police	PAGES
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Purpose – The purpose of the Victim Assistance Program is to ensure the rights of victims are observed, to provide services to victims of, witnesses to, and survivors of violent crime and other crimes against persons to alleviate the psychological and emotional trauma that results from crime, and to assure that the victims/witnesses will be treated with fairness, dignity and compassion. [A 11.1.1]

Policy – The policies set forth in this manual are established to assist department personnel in determining appropriate practices in dealing with the subject areas treated.

600.01– COMMAND & ACCOUNTABILITY

- A. The Victim Assistance Program is directed by a Coordinator who reports to the Lieutenant over Special Projects.
- B. All other personnel are allocated to the unit based upon management discretion of the services to be provided and budgetary considerations. All personnel are under the direct supervision of the Victim Assistance Coordinator or designee.

600.02 – RESPONSIBILITY OF PERSONNEL

- A. In addition to the responsibilities specified for all employees and supervisors, as applicable, in the Tarrant County College District Personnel Policy & Procedures, Police Department Policy & Procedures, and their specific job description(s), personnel assigned to the Victim Assistance unit have the responsibilities specified in this Section and elsewhere in this Policy.
- B. Personnel responsibilities include but are not limited to:
 - 1. **All personnel -**
 - a. Reviewing offense reports that have been referred to the unit for all violent crime and other selected crimes against persons on the computer and reading each report to determine appropriate action to be taken by program staff.
 - b. Making outreach contacts in person, by phone/letter as needed, to include at a minimum, giving the victim/witness the case number, appropriate referrals and information; and, the telephone number of the Victim Assistance Office for further information.

- c. Advising potentially eligible victims regarding Crime Victims' Compensation and assisting victims with applications when requested.
- d. Keeping supervisor(s) informed of workload, ongoing cases and other activities.
- e. Attending staff meetings and training workshops as scheduled.
- f. Answering the phones as requested.
- g. Maintaining documentation of contacts with victims.
- h. Checking the phone messages and the mailbox/emails.
- i. Canceling appointments or making other arrangements for their handling in case of illness or other conflict.
- j. Conducting themselves in a professional manner with colleagues, police officers, victims, and the public at all times.
- k. Informing the supervisor(s) of any conflicts or potential problems with officers or other personnel.
- l. Cooperating in sharing office space and equipment and keeping the general area clean.
- m. Dressing in a professional manner.
- n. Maintaining confidentiality of files, reports and records
- o. Complying with policy and procedures contained in the Tarrant County College District and Police Department manuals as on-line, written or otherwise verbally issued by higher authority.
- p. Performing all other duties and assignments as requested by a supervisor.

2. Lieutenant Over Special Projects-

- a. Operational control and direction of the Victim Assistance Program.
- b. Maintaining grant compliance and supervising completion of required reports to department and grant management authorities.
- c. Supervision of the conduct, performance, and safety of personnel assigned to the program and maintenance of personnel files.
- d. Acting as community liaison to other agencies for the Tarrant County College Police Department Victim Assistance Program. [A 55.1.3.d.]
- e. Responding on-scene after hours or when a Victim Assistance supervisor is requested.
- f. Coordinating and cooperating with other victim agencies in the development, implementation, and perpetuation of other Victim Assistance Programs [A 55.1.3.d.]
- g. Approving and supervising accounting and disbursement of funds used in and for the program.
- h. Preparing annual budget request and assisting in all grant applications for the Victim Assistance Program.
- i. Recruiting, interviewing, training, supervising, and evaluating staff.
- j. Designing, developing, and implementing measures to assess program quality.
- k. Designing, developing program materials and training curricula and materials.
- l. Ensuring ongoing analysis of victim/witness information and service needs to identify unfulfilled needs, periodically updating listing of services available within the community, and evaluating the extent and major types of victimization within the Tarrant County College District and surrounding services area. [A 55.1.2]
- m. Providing on-going training to and orientation of all Police and Communications Services personnel.
- n. Providing counseling and information/referral services to victims of violent crimes.

- o. Provide assistance to victims with Crime Victims' Compensation Applications.
- p. Acting as liaison to the Attorney General's Office on behalf of victims seeking benefits from the Crime Victims' Compensation Program.
- q. Debriefing staff as needed when returning from on-call scene.

3. **Victim Assistance Program Coordinator -**

- a. Scheduling coverage for officer operations and notifying the Lieutenant over Special Projects.
- b. Supervision of personnel including recruiting, screening, interviewing, training, and scheduling shifts.
- c. Assisting in providing training, recruiting, and public presentations as requested.
- d. Preparing monthly and quarterly reports for the department.
- e. Providing on scene crisis intervention services to victims and their families.
- f. Assisting victims in applying for the Magistrate's Order of Emergency Protection, assisting them with the Victims' Statement forms and other paperwork in the Family Violence Package as appropriate and assisting Family Violence victims with obtaining Protective Orders through the Tarrant County District Attorney's Protective Order Unit.
- g. Coordinating and monitoring the daily office activity, including efforts to assist victims with obtaining Crime Victims' Compensation benefits, maintaining accurate documentation and files on each case in which a victim has applied for Crime Victims' Compensation.
- h. Supervising the conduct, performance and safety of staff.
- i. Acting as liaison to the Attorney General's Office on behalf of victims seeking benefits from the Crime Victims' Compensation Division.
- j. Responding on-scene after hours or when a Victim Assistance Program supervisor is requested.
- k. Providing crisis counseling, emotional support, information, referrals, criminal justice information and other services as needed to victims and family members who have experienced the trauma as a result of victimization.
- l. Attending and participating in monthly meeting of various agencies such as the Tarrant County Coalition of Crime Victims Services in Tarrant County. [A 55.1.3.d.]
- m. Communicating with detectives, patrol officers and other criminal justice authorities on behalf of crime victims to determine status of cases or other pertinent information.
- n. Assisting in the development measures to assess program quality and development of program materials and training.
- o. Coordinating with investigators any physical protection concerns of victims/witnesses. [A 55.2.2.]
- p. Managing services provided to survivors in all cases of traumatic death(s).
- q. Debriefing staff as needed when returning from on-scene call.
- r. Assigning and supervising case management for all cases not related to domestic violence, sexual assault or child victim cases.
- s. Inventory and inspection of all equipment to be used during on-scene call-out(s).
- t. Assuring adequate supply of form letters, brochures and other supplies needed by the Victim Assistance Program staff and volunteers/interns.
- u. Responding in writing to requests for information from the Attorney General's Office Crime Victims' Compensation Division for information

needed to assess applications for claims and to the Tarrant County District Attorney's Office Protective Order Unit when needed in the application process for protective orders.

- v. Maintaining the Pseudonym Book with real names and addresses of sexual assault victims who elect to use pseudonyms and providing this information to authorized staff and other agencies as requested. [A 55.3.1.b.]

4. **Victim Assistance Program Personnel**

- a. Communicating with patrol officers, investigators or other staff members regarding the status of the investigation, relevant information about the victim or suspect or other pertinent issues related to the law enforcement/criminal justice process.
- b. Assisting victims in applying for the Magistrate's Order of Emergency Protection, assisting them with the Victims' Statement forms and other paperwork in the Family Violence Package as appropriate and assisting Family Violence victims with obtaining Protective Orders through the Tarrant County District Attorney's Protective Order Unit.
- c. Providing the victim or witness with information regarding criminal justice processes, victims' rights, department policies and legal resources.
- d. Attending patrol briefings and making officers aware of Victim Assistance Program services or other issues related to victims of crime as requested.
- e. Documenting services provided and writing case notes in the Victim Assistance Database, and submitting a supplemental report with any information relevant to the criminal case into the Tarrant County College Police Department's records management system (ARMS).
- f. Transporting victims to shelter or other place of safety when it is determined that the victim has no other available means of transportation.
- g. Inspecting and inventory of all equipment at the beginning and end of each tour of assigned duty to ensure that all required equipment is accounted for and in proper working condition.
- h. Providing follow-up on previous call-outs.
- i. Providing follow-up information to officers who request victim assistance intervention on calls they have worked where the response team was not called out or available.
- j. Assessing safety issues on scene and informing officers when situations are deemed unsafe for the team to be left on scene without patrol presence.
- k. Providing on site crisis intervention to victims, family members and witnesses at the request of the Victim Assistance Coordinator or Supervisor.

600.03 – SERVICE HOURS

- A. The Victim Assistance Program provides services on a 7-day per week, 24 hours per day basis, using paid personnel.
- B. The Victim Assistance Coordinator will be on call for services required and Communications will be notified to contact Victim Assistance personnel for any call for service on or off-duty.
- C.

600.04 – EQUIPMENT & MATERIALS

- A. Department vehicle available for use by the Victim Assistance Program will be operated by authorized staff only.
- B. Cellular telephones may be used for on scene or when responding outside the Victim Assistance Program office.
- C. Victim Assistance Program books and materials are available and must be updated and approved for disbursement by the Coordinator/Supervisor.

600.05 – MEDIA CONTACTS

- A. All inquiries from the media (any) will be referred to the Tarrant County College District media relations personnel.

600.06 – RECORDS & REPORTS

A. Confidentiality -

- 1. Release of information obtained through the Victim Assistance Program is governed by the Texas Public Information Act. (*See General Order 116.00*)
- 2. In addition, the nature of the program may result in the acquisition of information about victims, family members, or witnesses that has not relevance to the criminal case. All information obtained through participation in the Victim Assistance Program should be kept STRICTLY confidential. [A 55.1.3.b.]
 - a. Police reports and case notes will NOT leave the station
 - b. Discussion of cases outside of TCCPD will be for official business only.
 - c. Release to anyone of information obtained from the victim that is not relevant to the criminal case is to be made only on approval of the District Legal counsel.
 - d. No specific case information will be released to any victim, witness or family member of a victim until Investigator of Coordinator/Supervisor approval has been obtained.

B. Documentation –

- 1. Documentation of EACH interaction with victims and/or service provided to victims shall be completed prior to the end of the personnel release from call.
 - a. The method of documentation and the data collected on cases shall be determined by the Victim Assistance Program Coordinator/Supervisor, and may include electronic case management and case notes.
- 2. Check-Out with Communications is required for any personnel providing assistance to a victim/witness on or off-duty to include transportation to a safe house or other shelter facility.

600.07 – VICTIM SERVICES

A. Summary of Services -

1. To Victims and Survivors, services provided to victims and survivors of violent crime(s) include:
 - a. Notification of potential eligibility and assistance with applications for Crime Victims' Compensation Benefits.
 - b. Criminal Justice support, including an explanation of Victims' Rights, information on the criminal justice process, the name and phone number of assigned investigator, notification of arrest(s), release, transfer of a suspect, the defendant's right to bail, the status of their police investigation and referral to the Tarrant County District Attorney's Victim Assistance Program or other criminal justice agency as appropriate.
 - c. Crisis intervention counseling (in person, at the campus department or hospital, by telephone or on site).
 - d. Referrals for short-term counseling (provided by personnel with Mental Health license and only in the event that the need for counseling is URGENT and arrangements cannot be made for the victim/witness to see a counselor in the community).
 - e. Information and referrals to agencies in the community that may be of further assistance.
 - f. Telephone crisis counseling.
 - g. Personal Advocacy [A 55.2.4.e.]
 - h. Coordination of appearances of the victim/witness with the investigator and assistance with problems arising in/or from interviews.
 - i. Limited transportation services.
2. To Criminal Justice Personnel and Community, services provided to Criminal Justice Personnel and the community include:
 - a. Formal and informal training to police officers and other criminal justice agencies and personnel.
 - b. Explanation of pamphlets and other materials provided for disbursement to victims.
 - c. Notification to all new personnel of the Victim Assistance Program, by memorandum and Policy.
 - d. Presentations to community groups or other agencies upon request, with approval of the Coordinator/Supervisor about victimization issues, crisis reactions, crisis intervention, domestic violence, crime victims' rights, Crime Victims' Compensation, or other appropriate topics. [A 55.1.3.c.]

- e. Providing information, consultation and assistance to other Victim Assistance Programs or to other law enforcement agencies attempting to establish or improve victim services programs.
- f. Providing crisis intervention, referral, counseling and/or support to any law enforcement agency in need of these services.

600.08 – CRISIS INTERVENTION & COUNSELING

- A. All victims, witnesses, family members and survivors of a criminal offense, Tarrant County College District faculty, staff, support personnel and students including law enforcement personnel are eligible for crisis intervention and counseling services. In addition, all family members seeking assistance with problems related to JUVENILE suspects, victims, witnesses or children/youth exhibiting “AT RISK” behavior are eligible for these services. Appropriate referrals will be made upon request.
- B. On scene crisis intervention services will be provided to victims of violent crime, survivors of suicide and/or other traumatic death, and other victims/family members/witnesses who have experienced a critical incident or have an immediate need, at any time when requested by appropriate police or District personnel.
- C. Referrals for short-term counseling/therapy (0-6 weeks) will be provided to all victims requesting it. This service will be provided by appropriately licensed personnel only.
- D. Crisis services will be terminated when the acute crisis has stabilized and the victim is aware of alternative resources for support. If additional unmet (non-crisis) needs or unresolved problems exist, appropriate resources will be sought and encouraged.
- E. Personnel are responsible for exchanging information with the officer or investigator and for keeping them informed on pertinent case information.

600.09 – SUPPORT & ADVOCACY

- A. Personnel will provide advocacy and emotional support for victims and witnesses who are testifying in court when those services are requested and available.
- B. Personnel will assist eligible victims in obtaining benefits under the Crime Victims' Compensation Act.

600.10 – INTERAGENCY & INTRA-AGENCY SERVICES

- A. The Victim Assistance Program actively participates in interagency networking of criminal justice agencies to improve the quality of services to victims and witnesses. A Victim Assistance Program representative regularly attends and participates in meetings of the Tarrant County Family Violence Council, Coalition of Crime Victims Services and Law Enforcement Victim Assistance. [A 55.1.3.d.]
- B. The Victim Assistance Program provides consultation on request to any agency attempting to initiate or improve a Victims' Program as time permits.

- C. The Victim Assistance Program establishes and maintains a cooperative relationship with service agencies in the community, referring victims, witnesses and other person(s) to them and accepting referrals for assistance in crime or trauma related matters from them.
- D. Formal and informal training to law enforcement personnel is provided to increase their awareness of the needs of victims and witnesses.
- E. The program personnel are available to any department or district employee in need of crisis intervention or support and referral to longer term counseling.

600.11 – PERSONNEL, VOLUNTEER AND INTERN FOLLOW UP

- A. The Victim Assistance Program personnel and other trained or qualified staff will provide follow-up on:
 - 1. Any officer request for Victim Assistance not responded to by Victim Assistance personnel.
 - 2. Any report in which the officer advised the victim to contact Victim Assistance.
 - 3. Any report which indicates potential emotional trauma, serious injury or any other concern which should receive immediate attention.
 - 4. Any Family Violence (FV) or Family Disturbance (FD) report that indicate the need for follow up.
 - 5. Any report that indicates an on-scene response was made by Victim Assistance personnel.

600.12 – OUTREACH [A 55.1.3.a.]

- A. PURPOSE & STAFFING
 - 1. The primary purpose of Victim Outreach is to provide victim services to victims of all crimes.
 - 2. All personnel and other trained staff will be responsible for attempting contact with every victim who is potentially in need of any of the services provided by the Victim Assistance Program.
- B. OUTREACH PROCEDURES
 - 1. Police reports will be screened daily to assess the victim/witness/family member's need for services. Cases will be prioritized and assigned to personnel based on case load consideration.
 - 2. Services are provided in person, the office, on-scene or other location, and/or by telephone. Information is also sent to victims by mail in the event that contact is not made.

600.13 – ON SCENE RESPONSE

A. PURPOSE & STAFFING

1. Personnel and Coordinator/Supervisor, and any other trained staff under supervision of the Victim Assistance Program provide on-scene response to victims of violent crime and to persons who experience other types of trauma.
2. The purpose of on-scene response is to provide crisis intervention as quickly as possible after the occurrence of the offense or traumatic incident, to assist victims with relevant victim statements and applications for Emergency Protective Orders, to help victims plan for their safety and other immediate and urgent concerns, to increase victim cooperation in investigation and prosecution, and to increase efficiency and effectiveness of investigations by returning patrol officers to service more quickly and by providing the victim with a contact other than an investigator for questions.

B. Victim Assistance Program on-scene response procedure are detailed in Appendix B.

600.14 – VICTIM COMPENSATION LIAISON

- A. The State program of Victim Compensation is governed by Chapter 56 of the Texas Code of Criminal Procedure. The State program is administered by the Officer of the Attorney General.
- B. Texas Code of Criminal Procedure defines victims of violent crime **as “a person who is the victim of the offense of sexual assault, kidnapping, aggravated robbery, trafficking of persons, or injury to a child, elderly individual or disabled individual who has suffered personal injury or death as a result of the criminal conduct of another.”** The guardian of a victim, or the close relative of a deceased victim are also considered victims of violent crime. See Texas Code of Criminal Procedure Chapter 56 for specific guidelines for eligibility.
- C. It is the policy of the Victim Assistance Program to notify any person who may be eligible for Crime Victims’ Compensation of the existence of the program and assist any victim who requests assistance with filing a compensation claim. Only the Office of the Attorney General can make determination of eligibility, and Victim Assistance personnel are NOT to discourage victims from applying if they desire to do so, regardless of the appearance of ineligibility.

600.15 – TRANSPORTATION

- A. Personnel may provide and/or make arrangements for transportation of victims and witnesses when: [A 55.02.04c.]
 1. A Victim/witness has no other means of transportation to a home, social service agency, or court or criminal justice agency or has no other means of transportation to a safe place (shelter, relative’s home etc.)
 - a. Except for court appearances, Victim Assistance personnel may NOT transport victims outside Tarrant County unless by approval of the Victim Assistance Coordinator/Supervisor.

b. Victims may be transported from on-scene to a shelter for family violence victims.

c. The Tarrant County College Police Department's main office (each individual campus) shall serve as the pickup point for safe houses or shelters in order to preserve the safety of the victim and the confidentiality of the location of any safe house or shelter. Victims will be transported from the main office (each individual campus) to a safe house or shelter upon request and as staffing permits. When a victim of Family Violence arrives at the main office for pickup, safe house and/or shelter will be notified and will transport the victim to that shelter. In the event that the safe house or shelter is unavailable to do so, Victim Assistance personnel may transport victims to the location.

2. Transportation is an inducement for participation in the criminal justice system.

B. Transportation will NOT be provided when:

1. The person(s) is in need of immediate medical attention.
2. The person(s) in need of transportation is found to be a danger to self or others.
3. The person(s) in need of transportation is actively psychotic or extremely intoxicated; or
4. There is a more appropriate and available method of transportation.

C. When transportation IS provided:

1. Children will be secured in appropriate child safety seats.
2. All passengers will be secured in a seat belt.
3. Communications will be notified by radio of the destination, beginning mileage, estimated time of arrival and all passengers to be transported by age and gender. Communications will be notified upon arrival at destination and at return departure and arrival with ending mileage.

TARRANT COUNTY COLLEGE POLICE DEPARTMENT VICTIM ASSISTANCE POLICY 600.12 APPENDIX A

OUTREACH PROCEDURES

600.12 APPENDIX A – OUTREACH PROCEDURES

A. VICTIM ELIGIBILITY

1. Criminal Offenses Eligible for Outreach Services

- a. Homicide (including attempted)
- b. Sexual Assault & Aggravated Sexual Assault (including attempts)
- c. Assault & Aggravated Assault (excluding mutual combat)
- d. Kidnapping
- e. Robbery (business, person(s), includes purse snatching and carjacking)
- f. Family/Dating Violence as defined by Texas Family Code, Texas Code of Criminal Procedure and Texas Penal Code
- g. All Family disturbance reports including non-offense incident reports that indicate the problem is ongoing, likely to escalate or where the victim requests some kind of assistance.
- h. All calls responded to on-scene. Victim Assistance personnel will attempt follow-up within twenty-four (24) hours whenever possible.
- i. Harassment/Stalking (where victim is frightened or traumatized and where report indicates likelihood of escalation or retaliation.)
- j. Terroristic Threat
- k. Indecent Exposure
- l. Child Abuse (physical and/or sexual)
- m. DWI related vehicular injury cases and Hit & Run related vehicular injury cases when the victim's injury is or may be the result of the criminal conduct of another.
- n. Burglary of a Habitation
- o. Trafficking of Person(s)

2. Other Situations Eligible for Outreach
 - a. Death Investigations (all deaths)
3. Reports **NOT** Generally Appropriate for Outreach
 - a. Mutual combat cases between person(s) whose relationship does not meet the definition of Family Violence or Dating Violence in the Texas Family Code.
 - b. Victims who refuse to cooperate with prosecution (except in Family Violence cases)
 - c. Reports of emotionally disturbed person(s) unless there is a victim. These types of reports should be forwarded to the MHMR (Mental Health Mental Retardation) agency liaison.
 - d. Very minor, non-traumatic incidents or reports made for informational purposes only.
 - e. Burglaries of storage units, businesses, unoccupied residences, open garages when the property loss was minor.
 - f. Attempted suicide, unless the attempt was graphic/traumatic in nature and a family member or witness was traumatized. MHMR, a private psychiatrist or therapist, or JPS are the appropriate entities to provide services to a suicidal person.

B. CONTACTING VICTIMS

1. Guidelines:
 - a. Victim contact in person is always the preferred method of contact.
 - b. In the event that in-person contact is not possible, telephone contact is preferred.
 - c. Victim Assistance letters are sent in cases where contact has not been successful by any other means. This may include victims who do not have phones or when telephone outreach has been unsuccessful. Letters may be initiated at the same time attempted phone outreach begins, to assure time receipt of the letter.
 - d. Offense reports are reviewed and assessed daily. The Victim Assistance Coordinator may designate the level of service initially provided to victims based on assessment the severity of the offense, victim circumstances or work load issues.
 - e. The Victim Assistance Program has several different types of custom letters that are sent to victims based on the offense and an assessment of the victims' needs. A description and example of these letters and detailed instructions on sending them are available from the Victim Assistance Program Coordinator/Supervisor.
 - f. Letters that are returned are to be documented in the case file as returned with the date the letter was received returned.

- g. Victims, family members, and witnesses are to be treated with courtesy and respect ALWAYS.
- h. Personnel will assure that the information they give victims is accurate and correct.
- i. Personnel will NOT give out unauthorized case information. If unsure what information is releasable, confirm with Coordinator/Supervisor prior to release.
- j. All contacts with victims/family members/witnesses or other person(s) served will be properly documented according to Unit procedures.
- k. Any allegation or complaint against a Victim's Assistance Unit officer or other department/district employee will be directed to the Victim Assistance Supervisor. The complainant will be informed that the information will be directed to the appropriate supervising personnel and that they will be contacted for follow up and written statement in a timely manner.
- l. Personnel will attempt to gather adequate information to make a thorough assessment of the victim/family member/witness's situation before providing information, referrals or suggestions.
- m. Victims'/family members/witnesses will be made aware of program staffing hours and phone numbers and should be encouraged to speak to any available staff for further assistance.
- n. The investigator assigned to the case will be notified when victims visit the Victim Assistance Program office whenever possible.

C. Calling Procedures

- 1. Before making an outreach phone call Victim Assistance Personnel and volunteers/interns will:
 - a. Read the ENTIRE report including supplemental and follow-up.
 - b. Determine whether the victim may have previously received services from the program and become familiar with that information if the victim has received services in the past.
 - c. Gather any information needed to give the victim, including the current status of the case, whether or not the suspect is detained, the investigators name and number and referral numbers.
- 2. Document Each Contact
- 3. Document unsuccessful attempted phone calls, including the date and time of attempts and any notes about the attempt (answering machine, victim at work etc.)
- 4. In the event that victims are fearful or want to verify that the call is from the Police Department, personnel/volunteers/interns will offer the MAIN department

number, 817-515-8911 and tell them to ask Communications for Victim Assistance Program and your name when they call.

5. When making a notification to a victim of a prisoner who has been transferred to the Tarrant County Jail, determine whether the inmate is currently IN CUSTODY at the Tarrant County Jail and not there for release.

TARRANT COUNTY COLLEGE POLICE DEPARTMENT VICTIM ASSISTANCE POLICY 600.12 APPENDIX B

ON-SCENE RESPONSE PROCEDURE

600.13 APPENDIX B – ON SCENE RESPONSE PROCEDURES

A. Personnel Responsibilities

1. Victim Assistance Personnel are to be available for emergency on-scene intervention call out by patrol supervisors (communications) outside of normal office hours. (See emergency call-out procedure in Section D.7 below).
2. At the beginning of a call-out Victim Assistance Personnel will:
 - a. Check in with the on-scene supervisor
 - b. Provide log on information to Communications
 - c. Obtain briefing from on-scene supervisor or investigator.
 - d. Take control of the victim making safety decisions.
 - e. Assist with victim/witness statements and other Family Violence package paperwork on-scene.
 - f. Complete or supervise completion of documentation for securing an Emergency Protective Order. (if required or needed)
 - g. Forward pertinent paperwork to proper location (Jail, Records, and Domestic etc.) document delivery of paperwork.
 - h. Communicate with Communications as necessary regarding contacts with safe houses, shelters and transportation. (if necessary)
 - i. Communicate with Communications when clearing on-scene.
 - j. Provide case management follow-up

B. Briefing(s)

1. Consult with the officer or investigator in charge to determine what assistance is needed before contacting victim and terminate contact when so instructed by an officer, investigator or supervisor.

C. Safety Considerations

1. Victim Assistance will not enter any crime scene or residence before officer arrival, and will not enter a crime scene until authorized to do so by the on-scene supervisor. The Victim Assistance personnel may remain on-scene after the officer leaves only if the suspect is in custody and all safety concerns have been discussed with the officer and on-scene supervisor.
2. The Victim Assistance Program vehicle doors are to be locked when the vehicle is parked.
3. In taking positions within a residence, personnel should be alert for possible weapons, sit near an exit for easy escape, avoid counseling in bedrooms and kitchens, and NOT take a position where another person is between them and an exit.
4. Officer presence will be requested in any potentially volatile situation NO EXCEPTIONS.

D. Crisis Counseling / Crisis Intervention

1. Assess the immediate needs of the victim(s) and prioritize them, generally in the following order:
 - a. Safety - the victims' immediate and short term safety must be first priority.
 - b. Medical – the victims' need for immediate medical attention (exam) or first aid.
 - c. Shelter – food, clothing, financial (within the 48 to 72 hours following the crisis)
 - d. Immediate need for crisis counseling, including assessing the victims' emotional state, the severity of any crisis reaction, and the likelihood that the victim could become a danger to themselves or others.
 - e. Legal needs – including assistance with application for an Emergency Protective Order.
2. Assess the potential short term and longer term needs of the victim(s) in the areas specified in "a" above and in addition, the victim(s) need for counseling/case management.
3. Provide victim(s) with appropriate services on-scene.
4. Provide victim(s) with referrals to community resources to meet short term and longer term needs, including referral to a supervisor or other personnel for follow up if the counselor anticipates not being available for follow up in the next 24 to 48 hours.
5. When multiple calls for service require prioritization by the Coordinator, the Coordinator will notify the requestor of the expected time of arrival or will arrange a later follow up for requests that cannot be met due to workload demands.

6. Victim Assistance personnel will attempt to make follow up contact with all victims receiving on-scene services within 24 to 48 hours after the incident.
7. **EMERGENCY CALL-OUT** – Victim Assistance personnel is available for emergency call-out outside of regular service hours at the request of a SHIFT SUPERVISOR. The on call Victim Assistance personnel can be contacted by Communications or direct by the shift supervisor. If Victim Assistance personnel are NOT available to respond to the request, follow-up services will be provided during the next 24 to 48 hour period.