

Law Enforcement-Based Victim Services: Template Package IV – Pamphlets

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Introduction

Victim-centered responses and services are vital to the safety, stability, and healing of crime victims, as their use can ultimately reduce and prevent future victimization. The U.S. Department of Justice, Office for Victims of Crime (OVC) launched the Law Enforcement-Based Victim Services & Technical Assistance Program (LEV Program) in 2018. The goal was to support law enforcement-based victim services program development in the United States, strengthen their capacity, and support partnerships with community-based programs. The International Association of Chiefs of Police (IACP) serves as the training and technical assistance provider for the LEV Program. In this role, the IACP aims to enhance the capacity of law enforcement-based victim services by providing guidance on promising practices and policies to support victims' access to their legal rights and the services and responses they need.

IACP works collaboratively with a team of project partners, including Unified Solutions Tribal Community Development Group, Inc. (Unified), the National Crime Victim Law Institute (NCVLI), and the Justice Information Resource Network (JIRN) to provide training and technical assistance. The IACP and project partners provide guidance for agencies and tribal nations to assist them in providing high-quality services (coordinated, collaborative, multidisciplinary, culturally responsive, and trauma informed) that address the broader needs and rights of all crime victims.

Explanation of Templates

Whether establishing or enhancing law enforcement-based victim services programs, creating victim resources is critical. Pamphlets can be a valuable tool for victim services personnel to use with victims and witnesses of crime. While not a replacement for advocacy, pamphlets can be a complementary tool for victim services personnel to engage victims in conversations about their rights, the criminal justice system, and available resources. They can also help ensure victims have needed information to refer to throughout their participation in investigation and court processes. This collection of templates was developed to provide a starting point for agencies but is not an exhaustive list of victim services resources.

These templates were developed through a review of documents from existing law enforcement-based victim services programs and are intended to provide sample language and content to assess, develop, and refine program and professional victim services standards within agencies. They should be customized to fit standard procedure in format, language, and intent. All templates should be carefully reviewed to ensure information is consistent with agency, tribal, statutory, and constitutional requirements within your jurisdiction and reviewed by internal human resources and legal departments.

Many of the pamphlet templates include customization recommendations. These recommendations appear in brackets and are italicized (e.g., [Insert Agency logo]). Please follow these recommendations and then remove the bracketed information before disseminating the completed pamphlets. There are also two types of footnotes in the pamphlet templates. The first footnotes are citations, which are written in non-italicized font and should be left on the pamphlets when disseminated. The second footnotes are

¹ Brian A. Reaves, <u>Police Response to Domestic Violence</u>, <u>2006–2015</u> (Washington, DC: Bureau of Justice Statistics, 2017).

customization recommendations which appear in brackets and are italicized. These footnotes may appear as, "¹[Agency should review state statutes and update as appropriate.]" Please follow these recommendations and then remove the italicized footnote recommendations before disseminating the completed pamphlets.

Accessibility should be considered when customizing pamphlets. Providing printed pamphlets to victims, witnesses, survivors, and co-victims upon initial contact with law enforcement and/or victim services personnel is recommended. Relevant resources and information should be provided. Additionally, making pamphlets available online allows victims to access the information if a pamphlet is misplaced, if the victim is searching for options available with or without reporting to law enforcement, or to accommodate other victim needs (e.g., enlarging font for easier reading or sending through a PDF reader).

Victim safety and privacy should also be considered. Agencies should think through victim safety and privacy factors since written communication can be received or intercepted by people other than the victim. While all the attached templates are written in English, agencies are encouraged to consider translating them into other languages represented in their communities.² Agencies can work with community partners, seek grant funding, and/or use agency funds for translation services, including translation into Braille. Accessibility of these pamphlets is critical. Connecting victims, witnesses, survivors, and co-victims to information and resources will support them in their efforts to engage in the criminal justice process, seek needed services, or even simply process or validate their emotions.

Definitions

Throughout this document series, the following definitions will apply. They were selected through a review of documents in the field including those from existing law enforcement-based victim services programs:

- Advocacy actions to support a cause, idea, policy, or position
 - Individual advocacy actions aimed at direct services for victims
 - Systemic advocacy actions to improve overall system responses and outcomes for all victims
 - <u>Community-based advocacy</u> actions by those who work for private, autonomous, often nonprofit organizations within the community
 - System-based advocacy actions by those employed by public agencies such as law enforcement, prosecutor's office, or some other entity within the city, county, state, or federal government

Revised March 2024

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² For additional information and resources on language access for victims, please visit <u>Asian Pacific Institute on Gender-Based Violence:</u> <u>Language Access, Interpretation, and Translation and Limited English Proficiency: Language Access Planning.</u>

- Agency the police department, sheriff's office, tribal police or public safety department, campus
 police department, prosecuting attorney's office, state attorney's office, or other governmental
 criminal justice entity that is employing victim services personnel
- Crime Victim Compensation a state-based³ reimbursement program for victims of crime, found
 in every U.S. state and territory, but with eligibility criteria and specific benefits that are unique
 to each state
- Death Investigation Agency the local government office that is specifically trained to investigate the pathology of death
- Domestic Violence intended to be used as an umbrella term to capture all types of abuse or neglect between family members, former or current intimate partners, or individuals cohabiting. Across the United States criminal codes have utilized different terms, including domestic battery, domestic abuse, domestic assault, family violence, etc.
- Mandated Reporting obligations per state law about concerns of abuse, neglect, or exploitation of minors or elder or vulnerable adults
- Professional Personnel non-sworn or civilian law enforcement agency personnel (e.g., victim services, front desk, crime scene, records, communications/dispatch)
- Protection Orders a civil order that provides protection from abuse or harm to a victim/plaintiff/petitioner by a respondent. Typically, there are qualifying conditions for obtaining an order, including the relationship between the victim and the respondent being family (blood or marriage), a former or current intimate partner, share a child together, or a cohabitant. Other terms used for protection order include restraining order, protection from abuse order, protective order, etc.
- Sexual Assault intended to be used as an umbrella term to capture all types of sexual violence crimes or crimes of a sexual nature. Across the United States criminal codes have utilized different terms to classify sexual violence, including sexual assault, rape, sexual battery, involuntary deviate sexual intercourse, indecent assault, institutional sexual assault, statutory sexual assault, etc.
- Trauma-Informed approaches delivered with an understanding of the vulnerabilities and experiences of trauma survivors, including the prevalence and physical, social, and emotional impact of trauma. A trauma-informed approach recognizes signs of trauma in staff, victims, and others and responds by integrating knowledge about trauma into policies, procedures, practices, and settings. Trauma-informed approaches place priority on restoring the survivor's feelings of safety, choice, and control. Programs, services, agencies, and communities can be trauma-informed.⁴

³ There are currently two states, Arizona and Colorado, that administer victim compensation funds using a decentralized system.

⁴ OVC, "Glossary" in Achieving Excellence: Model Standards for Serving Victims & Survivors of Crime (Model Standards).

- Victim-Centered placing the crime victim's priorities, needs, and interests at the center of the work with the victim; providing nonjudgmental assistance, with an emphasis on victim self-determination, where appropriate, and assisting victims in making informed choices; ensuring that restoring victims' feelings of safety and security are a priority and safeguarding against policies and practices that may inadvertently re-traumatize victims; ensuring that victims' rights, voices, and perspectives are incorporated when developing and implementing system- and community-based efforts that impact crime victims.⁵
- Victims' Rights—language included in constitutions, statutes, rules, and policies that vary by state
 and define legal responsibilities related to victims of crime, affording them independent,
 participatory status in the criminal justice system⁶
- Victim Information and Notification Everyday (VINE) an online platform that provides victims and other individuals reliable information regarding offender's custody status. This service can be accessed 24 hours a day, seven days a week without charge. The VINE service provides information by phone, email, TTY, and text message
- Victim Services Personnel personnel (paid or unpaid) designated to provide law enforcementbased program oversight, crisis intervention, criminal justice support, community referrals, and advocacy on behalf of crime victims, witnesses, survivors, and co-victims
- Victim Services Unit (VSU) the unit within the law enforcement agency that houses the victim services personnel
- Victim, Witness, Survivor, Co-Victim any person (minor or adult) who directly experiences or is impacted by a crime or criminal activity.
 - Victim is an individual who is an independent participant in the criminal case under federal or state victims' rights laws or tribal victims' rights codes, denotes a person's legal status (unavailable to the general public), and defines the level and extent of participation that the individual is entitled to in the criminal matter.
 - Witness is an individual who has personal knowledge of information or actions that are relative to the incident being investigated.
 - <u>Survivor</u> is often used interchangeably with "victim" when conveying context related to resilience and healing.
 - <u>Co-victim</u> is an individual who has lost a loved one to homicide, including family members, other relatives, and friends of the decedent.

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⁵ OVC, "Glossary" in Achieving Excellence: Model Standards for Serving Victims & Survivors of Crime (Model Standards).

⁶ Office of Justice Programs, "About Victims' Rights," Victim Law, U.S. Department of Justice: National Crime Victim Law Institute, "Victims' Rights Jurisdiction Profiles" (2020); Paul G. Cassell and Margaret Garvin, "Protecting Crime Victims in State Constitutions: The Example of the New Marsy's Law for Florida," Journal of Criminal Law and Criminology 100, no. 2 (2020): 99–139.

Accompanying Publications & Webinars

The LEV Program aims to guide agencies to provide high-quality services (coordinated, collaborative, culturally responsive, multidisciplinary, and trauma-informed) that address the broader needs and rights of all crime victims. The following publications can assist in these efforts.

- Key Considerations and the accompanying checklist provide an overview of foundational topics for law enforcement-based victim services.
- <u>Victims' Rights Jurisdiction Profiles</u> provide state-specific information on the intersections of victims' rights and communication with victim services personnel.
- Advocacy Parameters discusses the structure of law enforcement-based victim services, personnel supervision, and service delivery.
- <u>Documentation Standards</u> discusses victim services documentation location, content, access, and legal intersections.
- <u>Effective Partnerships</u> discusses the benefits of partnerships and encourages agencies to consider both internal and external partners to strengthen community response to victims.
- <u>Using Technology to Communicate with Victims</u> discusses considerations when using virtual technology to communicate with victims.
- <u>Agency Incorporation</u> discusses integrating victim services within the agency including models of services provision, strategic planning, unit structure, budget considerations, crisis response, and workplace culture change.

This is the fourth document of this series. Additional template packages published include:

- <u>Template Package I Getting Started</u> provides victim services personnel job descriptions, interview questions, code of ethics, and personnel standards and responsibilities.
- <u>Template Package II Next Steps</u> provides case response protocol templates.
- <u>Template Package III Student Interns & Volunteers</u> provides templates for recruiting, screening and selection, training, supervision, and other agency considerations for student interns and volunteers.
- <u>Template Package V Training</u> includes customizable presentations and activity workbooks agencies can use for victim services personnel training.
- <u>Template Package VI Program Evaluation</u> includes a high-level overview of how to integrate program evaluation into victim services programs, sample surveys, and survey development tips.

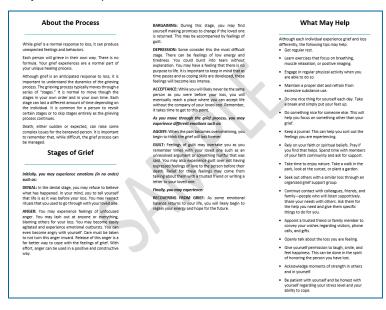
To supplement the publications, IACP developed a virtual training series, which is accessible through the <u>LEV webpage</u>. Each topic covered has content intended for program personnel, including sworn and professional staff. This model promotes a thorough understanding of the intricacies of victim services at all levels of a law enforcement agency.



Templates

TEMPLATE – Adult Grief and Feelings of Loss Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

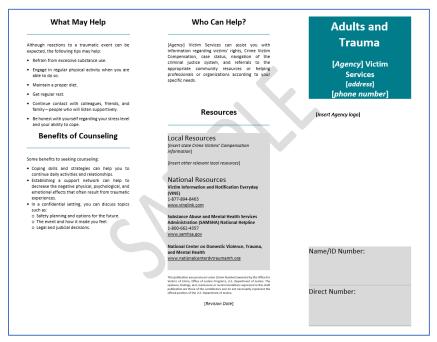


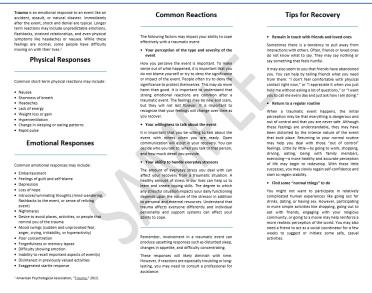


Agencies can use this link (Adult Grief and Feelings of Loss Pamphlet) to download this document.

TEMPLATE – Adults and Trauma Pamphlet

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Agencies can use this link (Adults and Trauma Pamphlet) to download this document.

TEMPLATE – After a Burglary Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

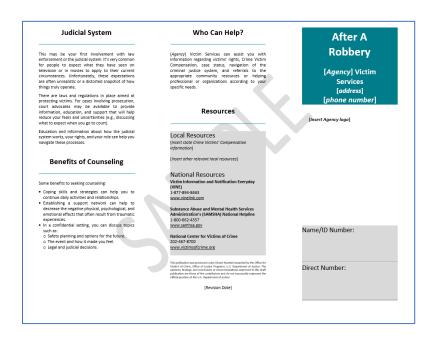


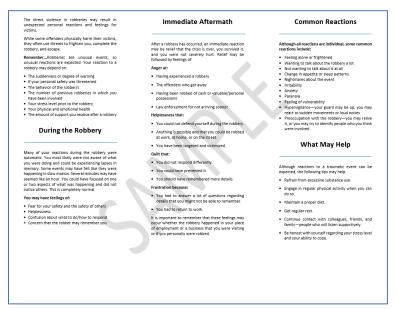
Shock and Diberlet. You may feel shock and dibeleded that something like this has happened to you, that you home has been broken into and your belongings stolen. Sence of Widelman. A sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of violation is common after a burglary. This sense of personal security have been affected, in addition to your proxecy and sense of personal security have been affected, in addition to your proxecy and sense of personal security have been affected, in addition to you proposessions be greater and without the proxection of the sense of personal security have been affected, in addition to you proposessions and the or personal security have been affected, in addition to you proxected in the personal security have been affected, in addition to you proxected in the personal security have been affected, in addition to you proxected in the personal security have been affected, in addition to you proxected in the personal security have been affected, in a displayment of the personal security when you are not there. What you provide the transport of how you provided the personal security when you are not three. Many propose feet returned with the proxection and did not of treat kind your properly have not been form. Fear.—You may feet in the your home is not a sefenge show your proxection and did not of treat kind your proxection and did not t

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TEMPLATE – After a Robbery Pamphlet

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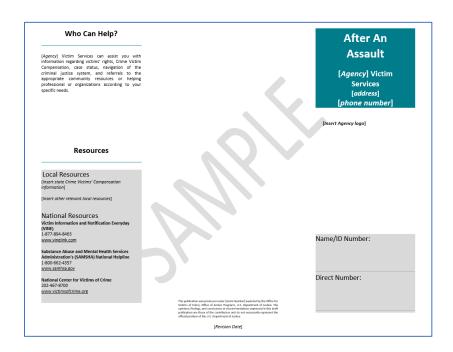


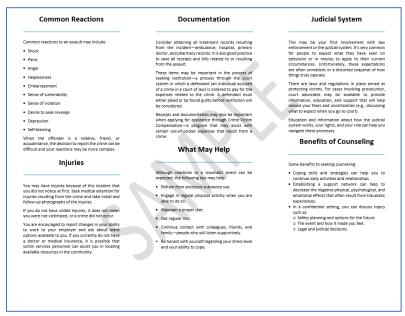


Agencies can use this link (After a Robbery Pamphlet) to download this document.

TEMPLATE – After an Assault Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

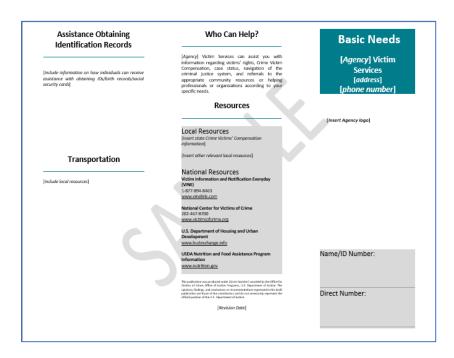




Agencies can use this link (<u>After an Assault Pamphlet</u>) to download this document.

TEMPLATE – Basic Needs Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

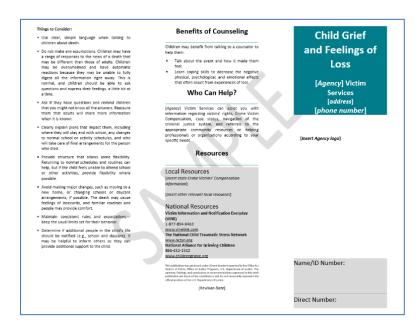




Agencies can use this link (Basic Needs Pamphlet) to download this document.

TEMPLATE – Child Grief and Feelings of Loss Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

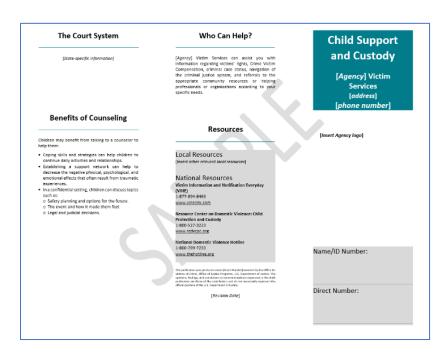


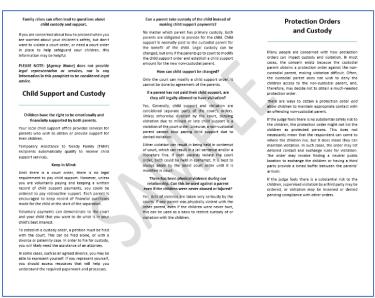
Common Responses Thoughts and Behavior What May Help Common concerns of surviving children: Children learn to grieve from the attitudes, expressions, and behaviors of the significant adults in their lives. Am I going to die? Calm adults encourage calmness in children. When will the loved one come home? Communicate your support, caring, and availability in verbal and nonverbal ways. Acknowledge and allow their process—d overprotect or try to hurry them through it. Your behavior, attitude, and comfort level are as important as anything you can say. Signs of Difficulty Fantasy is often more frightening than facts. Reassure children about normal grieving and individual responses. An extended period of depression including loss of interest in daily activities and events. Sleep disturbances, bed wetting, appetite changes, fear of being alone. Repeat information as often as needed. Repeated statements of wanting to join the person who died. Sharp drop in school performance or refusal to attend school.

Agencies can use this link (Child Grief and Feelings of Loss Pamphlet) to download this document.

TEMPLATE – Child Support and Custody Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

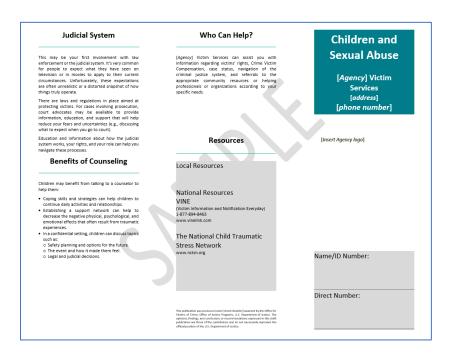


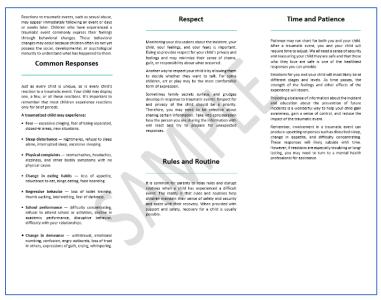


Agencies can use this link (Child Support and Custody Pamphlet) to download this document.

TEMPLATE – Children and Sexual Abuse Pamphlet

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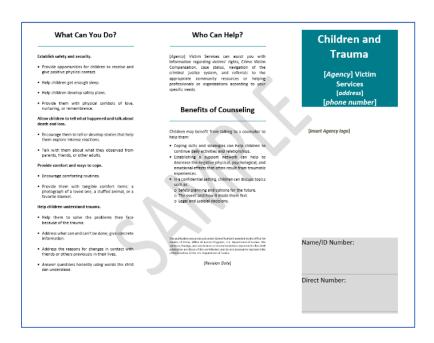




Agencies can use this link (Children and Sexual Abuse Pamphlet) to download this document.

TEMPLATE – Children and Trauma Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.



This information on dealing with trauma is provided for you and your family, Press keep in mind that every child reaction differently, and the ages presented are morely a guide.

Common Responses by Age Group

Bitter-2 years

High anotety levels may result in crime, throwing objects, bitting, thumbersucking, and agisted behavior.

It is unlikely that the child will retain a strong memory of the trailment of the world. When they perceive about his world will retain a strong memory of the trailment.

Pre-actional (ages 7-6)

The focus for bitman.

Pre-actional (ages 7-6)

The focus for children of this age is on their immediate file and concrete needs.

School-age children (ages 1-10)

The distriction in routine may cause children to referre the world. When short immediate file and concrete needs.

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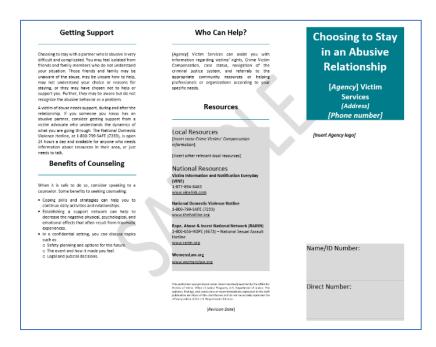
Researchment and play we often used as cooling memory of the world.

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Agencies can use this link (Children and Trauma Pamphlet) to download this document.

TEMPLATE – Choosing to Stay in an Abusive Relationship Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

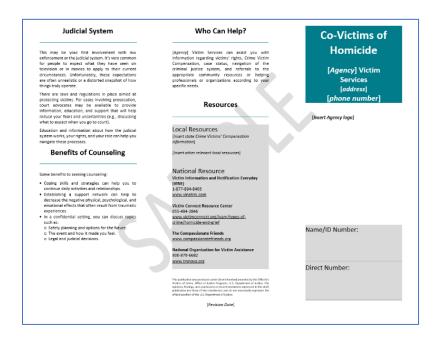


Plan for what you will do if your children tell your partner of your plan or if your partner otherwise finds out about your plan. Reasons Victims Stay Safety with an Abusive Partner Keep weapons like guns and knives locked away and as hard to get to as possible. Make a habit of backing the car into the driveway and keeping it fueled. Keep the driver's door unlocked and others locked—for a quick escape. Try not to wear scarves or long jewelry that could be used to strangle you. Create several plausible reasons for leaving the house at different times of the day or night. Call a domestic violence horline periodically for support and to talk about your options and available resources. . Knowing the abusive partner will carry out threats. Identifying safe areas of the house where there are no weapons and there are ways to escape. When arguments occur and you cannot leave, try moving to those areas. Planning to Leave Lack of a support system [isolated by the abusive partner) If you think you might leave in the future, if it is possible and safe to do so, consider: Keeping evidence and a journal of physical abuse (records or pictures) noting dates, events, and threats, in a safe location or with a trusted person. Fear of losing immigration status Hope that the situation will change . Genuine love for the abusive partner Planning with your children and identifying a safe place for them, like a room with a lock or a friend's house where they can go for help. Remind them that their job is to stay safe, not to protect you. victims know their abusive partners better than anyone—and therefore know when it is and is not safe to leave. Acquiring job skills or taking courses at a community college. Practicing how to get out of the house safely with your children. Trying to set money aside or asking trusted people to hold money for you.

Agencies can use this link (<u>Choosing to Stay in an Abusive Relationship Pamphlet</u>) to download this document.

TEMPLATE – Co-Victims of Homicide Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.



If you have lost someone you know and love to homicide, your life has been changed forever. Your anger and pain may be deep. You may feel as if you will never recover, but with determination and time,

Common Responses

You may experience emotions (in no particular order) such as:

SHOCK— At first, you are likely to feel a profound numbness. Some liken it to "being in a fog." This fog may allow you to accomplish the necessary activities for final arrangements and other duties.

TURMOIL—When the fog clears, you may experience a warlety of emotions. You may have flashbacks of the moments you were notified of the death, or the last time you saw your loved one law. You may dream of your loved one or believe that they will soon "walk through that door," Part of you may deny that your loved one or sealily gone.

- You may experience the following:
- Uncontrolled crying.

 Panic attacks and feeling afra
- Restlessness or trouble concentrating.
 Trouble sleeping at night or finding it very hard

Activities that you once enjoyed may seem like a burden. You may feel as if there is little point in going on, or you may want to withdraw from everyone. During all these responses, you should keep talking with people you trust and who will little with a pool.

SEARCH FOR UNDERSTANDING—You will probably experience a great need to understand why this tragedy happened. In your search for understanding, you may feet the need to know what happened, where it happened, and who did it. If someone is arrested, you may want to know as much as you can about that name.

You may expect the criminal justice system to wor more quickly and keep you better informed than i does. If an arrest is made, you may decide to atten court hearings as a part of your search for why thi happened. If you are called as a witness at the trial, you could be barred from attending the remainder of the trial. This may contribute to unanswered questions. If there is no arrest or trial, you may feel the need to hear the explanation for that decision.

Opinions of many people may come your way about the crime, motivation, and the offender. You will

GUILT—Each co-victim lives with "what-ifs." This is a normal reaction. Please remember that no one can predict the future or recreate what might have been. You cannot change the events that took place, and blaming yourself may be damaging.

ANGER—Sometimes it may feel as if ange overwhelms you. It may be directed at the murderer the criminal justice system, family members, or thends. It is common for people who hold refleque or faith beliefs to feel angry or question those beliefs values, and teachings. Many people feel guilty about their anger, but it is a completely normal reaction.

Anger may immobilize you or move you to relentless activity. With time and support, your anger can be managed and may even contribute to helping you gain back some control in your life.

REVENSE—For the first time in their lives, coviction may find themselves thinking or ways to kill anoth human being—the killer of their loved or Understandably, some people are deeply disturby this emitodin. It is important to remember the having these feelings does not mean that you will another.

ACCEPTANCE—Experiencing the loss of a loved on by homicide can lead you to feel as if you are not the "same person" as before. However, it is possible to reach a place of acceptance of this "new normal. Remember, it takes time to get to this point.

FORGIVENESS—After a homicide, you ma experience unresolved emotions toward yourselyour lost lived one, and/or the offender. Fo example, you may believe that if you had taken som sort of action, you could have prevented th homicide. Over time, self-forgiveness can hel resolve feelings of guilt, anger, and revenge, and ca create a way to move forward and concentrace or

Coping with Reactions of Others

Each person is an individual, liking different foods, wearing different clothing, and choosing their own lifestyles. It stands to reason that, at possibly the most painful time in your life, you would also gree in your own way. How you choose to grieve is determined by your personal views of death, how society views death, and your individual personality.

FAMILY—When a homicide occurs, you might expe it to bring a family together. However, it is commor for families to separate, both physically are motionally. After a death, communication is ve important. Express your feelings within the family a supportive and honest way.

PRIENDS—When you hurt, you may turn to people who are familiar—your friends. But where are they a month, six months, or a year after the murder? Often, they have gone back to their lives, but you still need support.

Even though co-victims often need to talk about the details of the homicide, people may feel they do not have the right words to say. They may feel inadequate. The loss of your loved one probably hit them with a stark reality: If it can happen to you, it

COWORKERS—You may notice that people you have known for years avoid you. They may avert their eyes and "not see you." They usually have no idea this

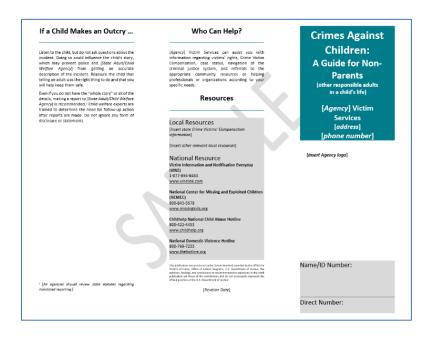
fou can face this issue in verious weys—stop seeing them, continue contact but evoid the subject you most need to discuss, raise the issue directly, or add other people to your circle who have lost loved ones or who are willing to share your experience.

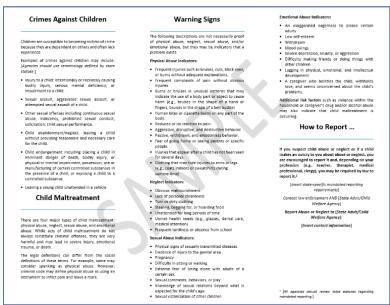
SUPPORT GROUPS—You may consider joining at organized grief support group to connect with thos who have experienced a similar loss. Support group members may understand your emotional reaction better than your friends and family. A support group may be a safe environment where your variou reactions can be explained, validated, an supported.

Agencies can use this link (Co-Victims of Homicide Pamphlet) to download this document.

TEMPLATE – Crimes Against Children: A Guide for Non-Parents Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

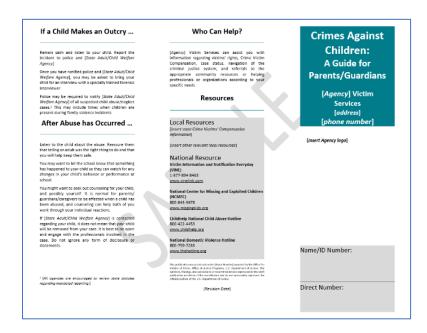


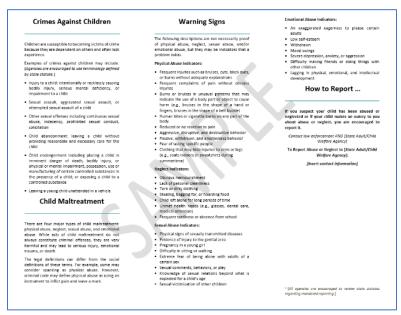


Agencies can use this link (<u>Crimes Against Children: A Guide for Non-Parents Pamphlet</u>) to download this document.

TEMPLATE – Crimes Against Children: A Guide for Parents Pamphlet

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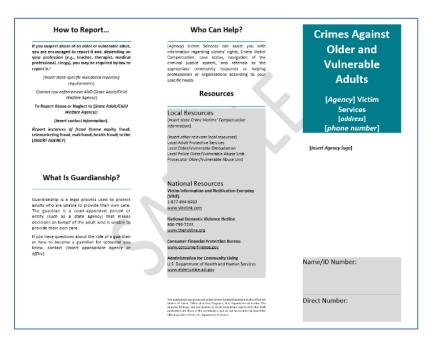


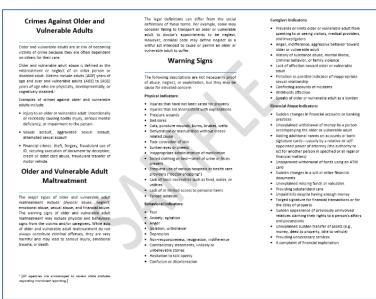


Agencies can use this link (<u>Crimes Against Children: A Guide for Parents Pamphlet</u>) to download this document.

TEMPLATE – Crimes Against Older and Vulnerable Adults Pamphlet

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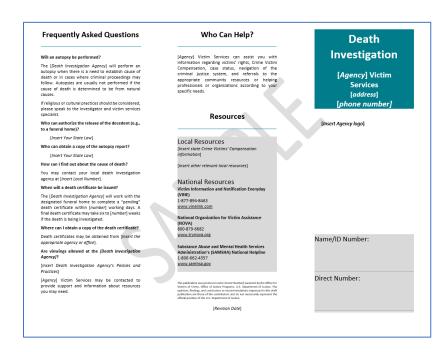


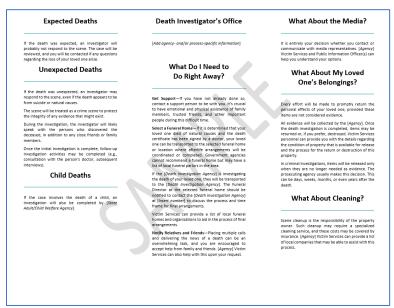


Agencies can use this link (<u>Crimes Against Older and Vulnerable Adults Pamphlet</u>) to download this document.

TEMPLATE – Death Investigation Pamphlet

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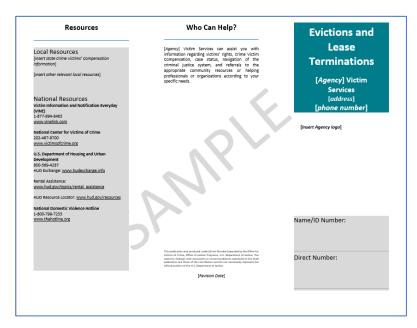




Agencies can use this link (Death Investigations Pamphlet) to download this document.

TEMPLATE – Evictions and Lease Terminations Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

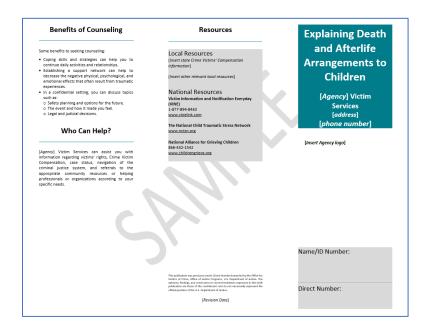


The Eviction Process There are many reasons includiduals might need information about the eviction process. The following information is not to be considered legal avervices for auditation. A spiral highest are encouraged to seek legal avervices for auditation and the control to the spiral avervices for auditation. The eviction process the following information is not to be considered legal avervices for auditation. The eviction process the following information about their rights because the terms of the control to the legal vertices also need information about on the legal vertices also need information about their rights because they are at right of believe in the process to a formal legal procedure that includes going to the [List the name of your fundations's food courthouse]. Evictions can be complicated. Below are the beautiful spiral in the eviction process. It should be considered the load of your fundations' and the process of the eviction of the process of the proce

Agencies can use this link (Evictions and Lease Terminations Pamphlet) to download this document.

TEMPLATE – Explaining Afterlife Arrangements to Children Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

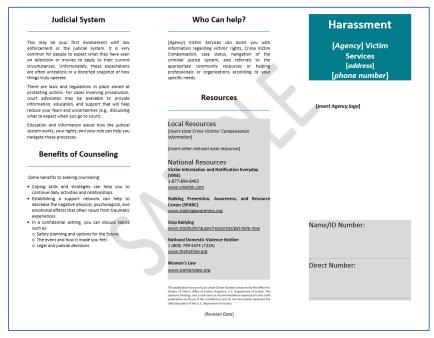


After the service, people carry the casker to the hears. Then, everywee follows in a line of case to the contents of the distribution of the service. And he has resolved been given they are done the service and the service people carry the casker to the hears. Then, everywee follows in a line of case; and property are reported to the line and the casker, and prevent are reported to the service of the and of the casker, and prevent are reported to the service of the service of the service of the service of the and of the service of the servi

Agencies can use this link (<u>Explaining Afterlife Arrangements to Children Pamphlet</u>) to download this document.

TEMPLATE – Harassment Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

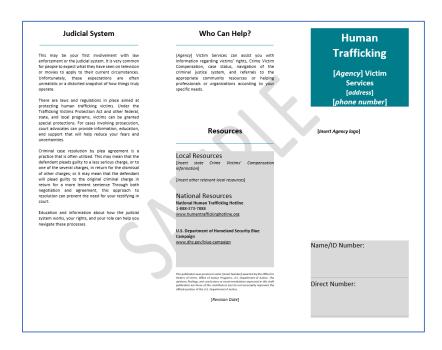


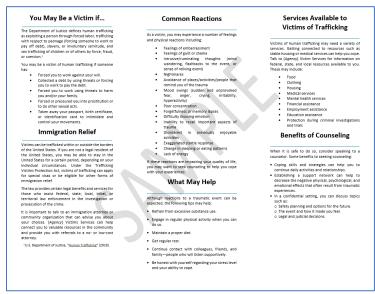
What Is Harassment? Harassment Prevention Harassment and Children There are several types of harassment including sexual, workplace, and teen peer harassment, among others. A person can be harassed by an acquaintance, an unknown person, a family member, or a former intimate partner. When a person is harassed by a family member or intimate partner, it is considered a family vollence crime. C hecking in with your child frequently, Instead of general requests such as "Tell me about your day," it may be more effective to ask specifie view open-ended questions like "what are 3 things you happy today and one thing that made you happy today and one thing that made you support?" Try to limit personal information that is available in public, including on the internet. Harassment can be a risk factor for further violence and should be taken very seriously. Do not list your cell phone number or email address on your social media pages. Adjust privacy settings on your social media pages and consider who you allow access. If You Are Being Harassed Staying involved with your children's frie activities, and teachers. Be careful when giving personal information over the phone, by email or text message, internet, or social media. If possible and when it is safe to do so, consider: Role playing possible scenarios with children, so they are prepared to respond appropriately. Report the harassment to your employer if it is occurring at work. in Jouce, very tien identify inse. If you are called by a businesperson, look up the business, contact them, and confirm the person is a staff member. Encourage yout children and family members to follow the above practices. Instructing the offender to stop contacting you, and documenting when you do. Common Responses Documenting each occurrence of the harassment, including the method (e.g., verbal, text message, social media), date, and time. Not engaging the offender—the offender may see this as encouragement. If you are unsure who the person is, not extending contact by trying to identify them. If you receive a phone call, hanging up if the caller does not respond to your greeting or at the first inappropriate comment.

Agencies can use this link (Harassment Pamphlet) to download this document.

TEMPLATE – Human Trafficking Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

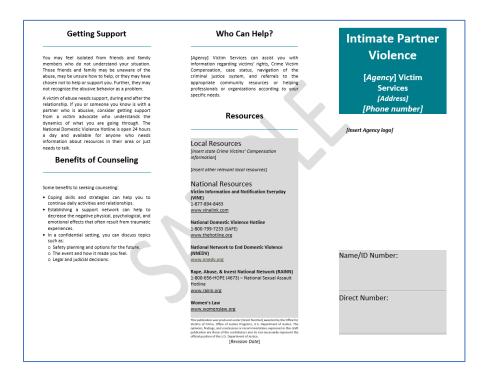




Agencies can use this link (Human Trafficking Pamphlet) to download this document.

TEMPLATE – Intimate Partner Violence Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

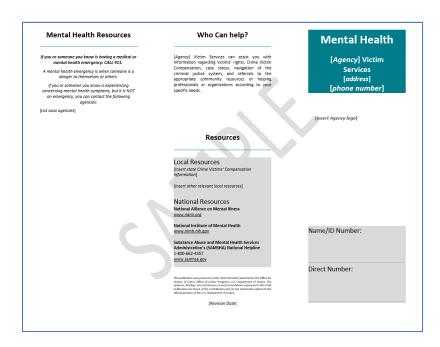


What is intimate Partner Violence (IPV)? | Commentation | Comment

Agencies can use this link (Intimate Partner Violence Pamphlet) to download this document.

TEMPLATE – Mental Health Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

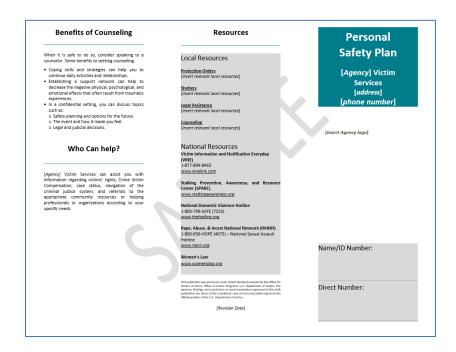


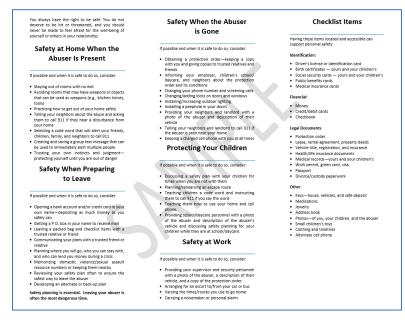
What Are Mental Health	Warning Signs and	In Older Children and	
Conditions?	Symptoms	Adolescents	
A mental health condition refers to a disorder that causes mild to severe disturbances in thought and/or behavior, resulting in an inability to cope with the ordinary demands and routines of life. There are more than 200 classified forms of mental health	Major mental health conditions usually develop over time. Family, friends, teachers, or individuals themselves may notice that "something is not quite right" about their thinking, feelings, or behavior before a mental health condition is disgnosed.	Inability to cope with problems and daily activities. Changes in sleeping and/or eating habits. Excessive complaints of physical aliments	
conditions. Some of the more common disorders are depression, bipolar disorder, dementia, anxiety disorders, and schizophrenia. Symptoms may include changes in mood, personality, personal habits, and/or social withdrawal i	Being informed about symptoms or early warning signs can lead to early intervention that can reduce the severity of a mental health condition. It may be possible to delay or prevent a major crisis altogether.	Defiance of authority, truancy, theft, and/or vandalism Intense fear of weight gain	
trategies in finition, personative, personal motion, detailed to the control of	The following are some indicators that mix prompt you or you took one to speak the medical or mental health professional. One of two of these symptoms do not necessarily indicate a mental health professional to get two of these symptoms do not necessarily indicate a mental health together, which are impacting the ability to study, work, or relate to others should consider contacting a medical or mental health professional. In Adults Confused thinking and/or unusual memory loss (not related to 3 medical condition) Long periods of depression (sadness or instability) Feelings of externer highs and lows Excessive fears, workers, and anvieties. Social withdigmail Domantic changes in eating or sleeping habits. Strong feelings of anger Deluzion or habiticinations Growing inability to cope with daily problems and	Priologed negative mode often accompanied by pore apporter or houghts of death. Frequent outbursts of anger Substrance abuse In Young Children Changes in school performance Poor grades despite strong efforts Executive worry or aniety (e.g., refusing to go to be of school) Hyperactivity Persistent nightnames Persistent disobedience or aggression Frequent certain from the factors often prevent includings for their family members from seeking the Children of the Children of their family members from seeking the Children of their family members from seeking their children of their family constraints when seeking the seeking their children of their family constraints when seeking the seeking their children of their family constraints when seeking the seeking their children of their family constraints when seeking the seeking their children of their family constraints when seeking their children of their family children of their family children of	
¹ American Psychiatric Association, " <u>What is Mental</u> Illness2"	activities or attending to personal needs. Suicidal thoughts Denial of obvious problems Numerous unexplained physical allments Substance abuse or refusal to take prescribed medications.	professional can all be powerful elements of an effective and comprehensive treatment plan.	

Agencies can use this link (Mental Health Pamphlet) to download this document.

TEMPLATE – Personal Safety Plan Pamphlet

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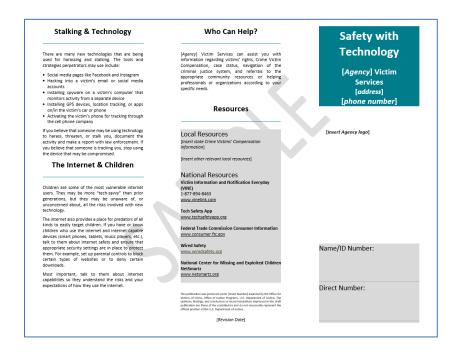




Agencies can use this link (Personal Safety Plan Pamphlet) to download this document.

TEMPLATE – Safety with Technology Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.



Technology and Risk¹

Modern technology is a normal part of most people' lives—It provides access to constant entertainment makes communication easy, and assists with dail tasks. However, this connectivity may pose safet risks. Modern technology leaves us vulnerable to the risks of everything from identity theft to stalking. Often, these crimes affect those who did not realize their leaves are as the stalk information user as their lates.

Basic Web Browsing

Tip #1: Secure browning and 2-step verification. When you access websites that contain or obtain any when you access websites that contain or obtain any of your personal data, you should ensure that the prefix to the web address is "HITE" instead of your personal contains the property of the property

Tip #2: If you are not SUBE where it came from, do not click on it, open it, or download it. Hackers and scammers will send you enails and post eye-catching links on web pages that can infect your computer with viruses, steal your personal information, or lore you into a scam. If you receive a suspicious email or you into a scam. If you receive a suspicious email or no from an unrecognized email address, libel it as "spam" and delete it without opening. If you are browking and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive is "The proving and see a link that you are not positive in the proving and see a link that you are not positive in the proving and see a link that you are not proving and see a link that you are not proving and see a link that you are not proving and see a link that you are not proving and see a link that you are not proving and see a link that you are not proving and see a link that you are not proving and the proving and the

Tip #3: Perform routine computer security checks and maintenance. Purchase a computer security program to scan and clean your computer of viruses, spyware, and mahware on a daily or weekly basis. Contact your local computer store for suggestions or read online reviews.

¹ For additional information on the topics listed in this pamphlet, visit the National Network to End Domestic Violence, <u>Technology Safety Toolbit</u> Regularly delete your browsing history, clear you "cache," and delete your cookies (cookies store information about your web activity). You can find the options to do all these things in your internet cathiog:

Social Media

Tip #I: Be careful what you post and who you "rifend", "follow," or exchange messages with. Do not give personal information on your status updates, or posts to others' walls. Some examples: Do not leave your phone number or address on anyone's wall. If you are linked to anyone, you do not want to know your whereabouts - do not post your location. Do not talk about personal or legal issues, details about your job, etc. Do not get involved in arguments on social media colations.

There is no reason to connect with everyone on social media, especially strangers or people you have conflict with, ignoire requests and messages from people you are not sure you can trust, and periodically go through your list to delete people you do not talk to anymore. The same goes for messages—delete without opening arything that is from someone you do not know well or messages from people without periodic programmes of the people without the periodic programmes of the people without the stem purious.

Tip #2: Make your account private. For saft planning above and beyond identity protection, it best to choose the most restrictive/secure options each setting on your account and profile. It example, ensure that only your friends or a cut list of friends can see everything on your prof

indiciding posts; pictures, and other activity.

17 p3: Seware of Strangers. It is begady important
to be cushous when meeting someone online to
to be cushous when meeting someone online to
talke a friend, for dating, or a one-dime transaction
(like a sale). Do not give personal data to someone
you recently meet online. If that person is coming to
your home to buy something from you, make sure
you are not home alone or consider meeting at a
public piace instead. If you are going on a first date,
meet at a public piace like a resturant and let
abad feeling at any point in time, get out of these!

Tip #4: Beware of estranged intimate partners, family members, friends, and co-workers. If anyone in your personal life has become harassing or theestening to you for any reason, limit or cut off your online relationship with that person. Ensure they do not have access to your whereabouts through your account or your friends' accounts, if they are harassing or threatening you through social media or other technology, document all of the

Generally: Do not talk about personal matters that could allow a stranger or a dangerous person to know more about you than you would like. If in doubt, ask yourself if you would want a dangerous person to know what you wrote. If the answer is no, don't post or; share it.

activity too! If you do not want your boss to see the one picture of you... do not post or share it!

Your Personal Information

Passwords: Keep your passwords private, and make sure they are complex. Try to use a combination of uppercase and lowercase letters, numbers, and symbols. Try not to use any real words in your passwords—use acronyms instead. Change your passwords regularly, and do not use the same one for everything.

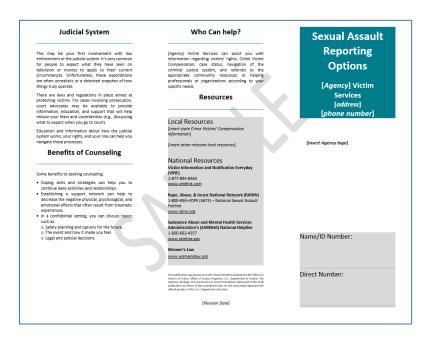
Do not store documents with personal information in your email or in unsecured folders on your computer, for example, do not keep documents with your social security, bank account, or credit card numbers where a hacker could get to them. If you provide this information over the internet, for example for a transaction, ensure that the website you are using is reputable, starts with "HTTPS" and does not save your loon information.

REMEMBER: The internet is forever. Nothing that is deleted is ever truly deleted.

Agencies can use this link (Safety with Technology Pamphlet) to download this document.

TEMPLATE – Sexual Assault Reporting Options Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

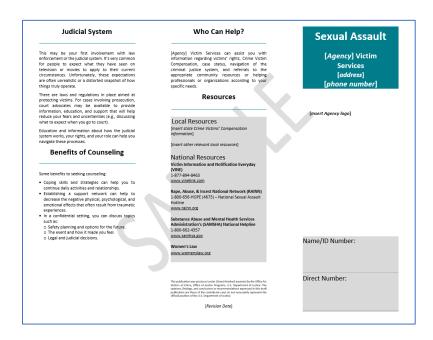


What is Sexual Assault? Fesual assault accurs when a parson performs a non-conservate sexual acts on member. A victim is washed to give consent if they are usual figures jurisdictions, secretic actives selected sexual acts on member. A victim is washed to give consent if they are usual figures jurisdictions, secretic give, innocrate/funged, or unconscious. Approved sexual acts of usual active selection from the consent of public all proceedings. A victim who elects to use a pseudomym must complete a partner prostry, pres relationship of the first and the first and the processing of public and proceedings. A victim who elects to use a pseudomym must complete a partner/prostry desired public all proceedings. A victim who elects to use a pseudomym must complete as partner/procedings and public and the processing of the processing

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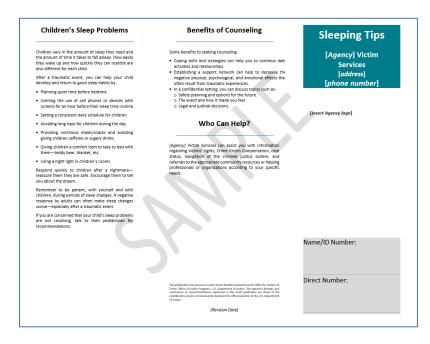


Some of the normal reactions and thoughts you may experience can include: Time and Patience Types of Sexual Assault Anger: I want to hurt or kill them. Rape is defined by the FBI's Uniform Crime Reports as "penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim." Rape can be committed by an acquaintance/non-stranger, stranger, spouse/partner, or multiple people at once. Recognize that healing from sexual assault takes time. Give yourself the time you need. Many different reactions reunderstandable. You may find yourself reliving the incident or trying to find an attentable response of different outcome. You may see these possibilities now that the immediate danger has passed, but do not forget the reality of what happened. During the assault, you were powerless and in a state of fear. Anxiety: I'm having panic attacks. I can't breathe. I can't stop shaking. I can't sit still. I feel edgy and overwhelmed. Denial: It was not really a "rape." Depression: How am I going to get through this? I'm so tired. I feel so helpless. I might be better off Society's definition of rape may differ from the legal definition. For example, some people believe that rape cannot occur between spouses because they are legally bound to each other. However, all states have laws criminalizing marital rape. Dishelief: Did it really happen? Disorientation: I don't know what day it is, or where I'm supposed to be. I keep forgetting things. Embarrassment: What will people think? I can't tell my family or friends. Emotional shock: I feel so numb. Why am I so calm? Why can't I cry? - Fear: I'm scared of everything. What if I am pregnant? Could I get a sexually transmitted infection or HIV? How can I ever feel afte agri? Do people know there is anything wrong? I can't sleep because I know I'll have nightmares. I am afraid I am going crazy. Inability of concentrate/ swings function at a typical level Fear of being alone, with people, or in a specific setting evel changes in appetite specific setting Nightmares/ Feelings of guilt and shame Nightmares/ shame shame Denial of the assault Guilt: I feel as if it's my fault or I did something to make this happen. If only I had... A question that often comes up for victims who know or are familiar with the offender is whether the event is still considered a sexual assault. Sexual assault occurs any time a sexual act is not consensual. Flashbacks Embarrassment Powerlessness: Will I ever feel in control again? Sexual relationships suffer: I can't stand to be touched. Having sex reminds me of the assault. I don't trust my partner not to hurt me. My partner will leave me if I don't have sex with them. I just want to feel normal again. Inability to remember the assault does NOT mean it did not occur. When a person experiences trauma, memory can be impacted. Shame: I feel so dirty, like there is something wrong with me. I want to wash my hands or shower all the time. Many times, alcohol and/or drugs are used as a way to make someone vulnerable or as an excuse or explanation by the offender for the assault. The use of alcohol and/or drugs dose NOT excuse the actions of the offender or mean the assault did not occur. ¹ [Agencies are encouraged to provide a legal definition based on state statutes, written in layman's terms.]

Agencies can use this link (Sexual Assault Pamphlet) to download this document.

TEMPLATE – Sleeping Tips Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

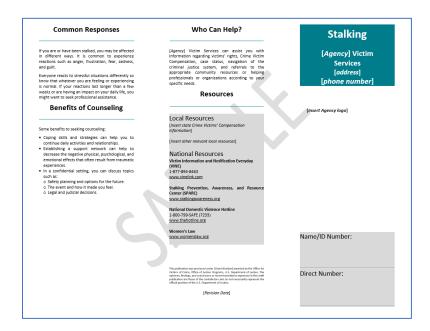


Sleep where you are. If you feel sleepy watching TV, just go to sleep there. While emotional stress is high, it is better to get sleep where you can. Are you awake for a significant amount of time during the night? **Common Causes for** Sleep Problems Do you wake up groggy and still tired? Do you feel sleepy during the day? What May Help Shift work—working the night shift can pit the sleep cycle against the body's natural rhythm. Jet lag—the body is responding to changes caused by moving from one time zone to another (e.g., during travel). Noise—a snoring partner, barking dog, loud neighbors, soaring airplanes, or other sounds. Environmental discomfort—too hot, too cold, too light, or bed is too hard/soft. Medications—some medications interrupt sleep (talk with your doctor if you notice side effects). Sleep disorders—sleep apnea (interrupted breathing during sleep) or insomnia (trouble falling asleep). Caffeine intake—especially when consumed in the evening hours. **Tobacco use**—nicotine craving can wake up users three to four hours after they go to bed. Alcohol use—gets in the way of deep, restorative Do I Have a Sleep Problem? Sleep restores the body and mind and helps us stay mentally and physically healthy. Some changes in sleep patterns over time are normal. However, you may be experiencing a sleep problem if you answer yes to any of the following questions:

Agencies can use this link (Sleeping Tips Services Pamphlet) to download this document.

TEMPLATE – Stalking Pamphlet

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this sample pamphlet to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

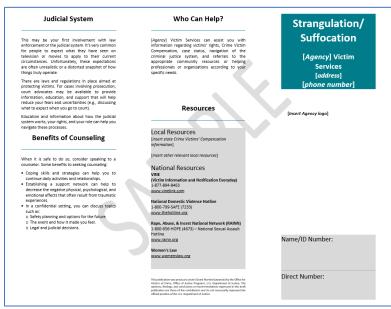


What is Stalking? If You Are Being Stalked If you are being stalked. the following tips and suggestive or seemingly being and make the vertine for their self-ty. You are make the vertine for their self-ty. You or more might not be criminal, but staken in contest, or as a pattern of behavior, are met the legisl definition of stalking. A stalker stempts to control their victim through behavior or threats that are intended to intimidate and terrify. A stalker can be an acceptant and the stalker can be an acceptant and the stalker can be an acceptant to show the pattern of the shalker can be an acceptant to show the pattern of the shalker can be an acceptant to show the pattern of the shalker can be an acceptant to show the pattern of the shalker can be an acceptant to show the pattern of the shalker can be an acceptant to include the date, time, location, and secreption of the incident. If are efforterment was involved, include the date, time, location, and secreption of the incident. If we efforterment was involved, include the date, time, location, and secreption of the incident. If we efforterment was involved, include the date, time, location, and secreption of the incident. If we efforterment was involved, include the date, time, location, and secreption of the incident. If we efforterment was involved, include the date, time, location, and secreption of the incident the law. Someone commits steroids: threat if (insert criminal adjention of jotts estatute in Inymar's termi). Someone commits harassment if [Insert criminal adjention of jotts estatute in Inymar's termi]. Someone commits harassment if [Insert criminal adjention of jotts estatute in Inymar's termi]. Someone commits harassment if [Insert criminal adjention of jotts estatute in Inymar's termi]. Someone commits harassment if [Insert

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TEMPLATE – Strangulation/Suffocation Pamphlet

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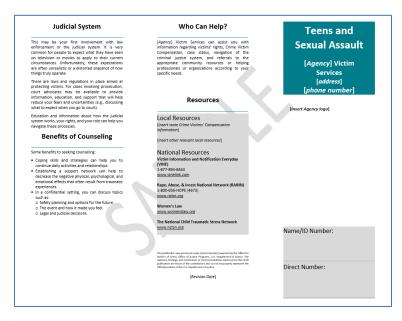


The Danger of Strangulation You always have the right to be safe. You do not deserve to be harmed or threatened, and you should never feel after doiry our well-being in your restronally. Strangulation/sufficeation is one of the other three who is strangulation/sufficeation is one of the other three who is strangulation/sufficeation is one of the other three who is strangulation/sufficeation is one of the other three who is strangulation/sufficeation is one of the other three who is strangulation/sufficeation is of memory as the strangulation/sufficeation is one of the other three who is strangulation/sufficeation is one of the little of another medical condition). The danger of strangulation/sufficeation is not only about the external playor or risk, but about the internal danage that happers when not enough organs, no matter how brief the event. Unconsciousness can happen within seconds and death within minutes. Approximately 50% of strangulation/sufficeation and for hereing organs, no matter how brief the event. To use fitting the strangulation/sufficeation and st

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TEMPLATE – Teens and Sexual Assault Pamphlet

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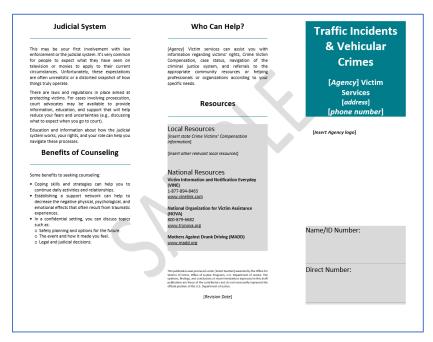


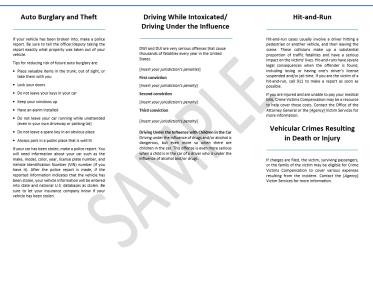
Sexual Assault Try your best to get plenty of sleep, eat well, avoid alcohol/drug use, and participate in as much of your normal routine as possible. Sexual assault refers to all sexual violence crimes or crimes of a sexual nature. Sexual assault can happen to people of all genders and sexual orientations. Safety Concerns people of all genders and sexual orientations. Rape is defined by the FBI's Uniform Crime Reports as "penetration, no matter how slight, of the vagins or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim." Rape can be committed by an acquisintance/non-tranger, stranger, spouse/partner, or multiple people at once. You can apply for a protection order to seek protection from the person who harmed you. This application process can feel overwhelming and lengthy, so it is helpful to have someone with you if you apply for one. Age of consent refers to the age at which a person is considered legally able to consent to sexual acts. This age can vary by state. What's Next? What if I Am Pregnant? Age of Consent Some things you may want to focus on: Age of Consent for Sexual Activity This may be your family, friends, a counselor at school, and/or someone who is completely removed from the situation. It's important to surround yourself with trusted people even though you may feel tempted to pretend that nothing happened. Advocacy, Counseling, & Medical Treatment Are (Bit oppe), you can access: Usit state-speofic evince that are accessible to viction—see below for exempled; Advocacy and consensing for physical or sexual abuse. Medical and psychiantic exams if abuse is suspected. Health care, including testing and treatment for sexually transmitted infections/diseases (such as VIV/AIDS), and organizer-related health care (VIV/AIDS), and organizer-related health care (VIV/AIDS) and consensing the programs/credited health care (VIV/AIDS) and (VIV/AIDS) a If you are pregnant, you have a legal right to choose to parent your baby or make an adoption Consider meeting with a medical profess may include a medical forensic exam—this place for you to ask questions about your laso a process during which evidence of the collected. You may also need additional medical appointments. · Prepare for the investigative process

Agencies can use this link (Teens and Sexual Assault Services Pamphlet) to download this document.

TEMPLATE – Traffic Incidents and Vehicular Crimes Pamphlet

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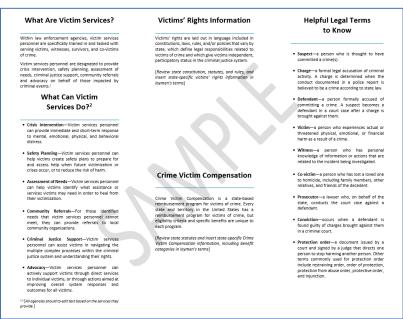
Agencies can use this link (Traffic Incidents and Vehicular Crimes Pamphlet) to download this document.

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TEMPLATE – Victim Services Pamphlet

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