

**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.¹ 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, [Police Response to Domestic Violence, 2006–2015](#) (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
 - Community-based advocacy – 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

² For additional information and resources on language access for victims, please visit [Asian Pacific Institute on Gender-Based Violence: Language Access, Interpretation, and Translation](#) and [Limited English Proficiency: Language Access Planning](#).

- **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 co-habitant. 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 enforcement-based 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.
 - Survivor is often used interchangeably with “victim” when conveying context related to resilience and healing.
 - Co-victim is an individual who has lost a loved one to homicide, including family members, other relatives, and friends of the decedent.

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.
- [*Victims' Rights Jurisdiction Profiles*](#) 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.
- [*Documentation Standards*](#) discusses victim services documentation location, content, access, and legal intersections.
- [*Effective Partnerships*](#) discusses the benefits of partnerships and encourages agencies to consider both internal and external partners to strengthen community response to victims.
- [*Using Technology to Communicate with Victims*](#) discusses considerations when using virtual technology to communicate with victims.
- [*Agency Incorporation*](#) 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:

- [*Template Package I - Getting Started*](#) provides victim services personnel job descriptions, interview questions, code of ethics, and personnel standards and responsibilities.
- [*Template Package II - Next Steps*](#) provides case response protocol templates.
- [*Template Package III - Student Interns & Volunteers*](#) provides templates for recruiting, screening and selection, training, supervision, and other agency considerations for student interns and volunteers.
- [*Template Package V - Training*](#) includes customizable presentations and activity workbooks agencies can use for victim services personnel training.
- [*Template Package VI - Program Evaluation*](#) 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 [LEV webpage](#). 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.

About the Process	What May Help
<p>While grief is a normal response to loss, it can produce unexpected feelings and behaviors.</p> <p>Each person will grieve in their own way. There is no formula. Your grief experiences are a normal part of your unique healing process.</p> <p>Although grief is an anticipated response to loss, it is important to understand the dynamics of the grieving process. The grieving process typically moves through a series of "stages." It is normal to move through the stages in your own order and in your own time. Each stage can last a different amount of time depending on the individual. It is common for a person to revisit certain stages or to skip stages entirely as the grieving process continues.</p> <p>Death, either sudden or expected, can raise some complex issues for the bereaved person. It is important to remember that, while difficult, the grief process can be managed.</p> <p>Stages of Grief</p> <p>Initially, you may experience emotions (in no order) such as:</p> <p>DENIAL: In the denial stage, you may refuse to believe what has happened. In your mind, you tell yourself that life is as it was before your loss. You may react rituals that you used to go through with your loved one.</p> <p>ANGER: You may experience feelings of unfocused anger. You may lash out at anyone or everything, blaming others for your loss. You may become easily agitated and experience emotional outbursts. You can even become angry with yourself. Care must be taken to not turn this anger inward. Release of this anger is a far better way to cope with the feelings of grief. With effort, anger can be used in a positive and constructive way.</p>	<p>BARGAINING: During this stage, you may find yourself making promises to change if the loved one is returned. This may be accompanied by feelings of guilt.</p> <p>DEPRESSION: Some consider this the most difficult stage. There can be feelings of low energy and tiredness. You could burst into tears without explanation. You may have a feeling that there is no purpose to life. It is important to keep in mind that as time passes and as coping skills are developed, these feelings will become less intense.</p> <p>ACCEPTANCE: While you will likely never be the same person as you were before your loss, you will eventually reach a place where you can accept life without the company of your loved one. Remember, it takes time to get to this point.</p> <p>As you move through the grief process, you may experience different emotions such as:</p> <p>AGONY: When the pain becomes overwhelming, you begin to think the grief will last forever.</p> <p>GUILT: Feelings of guilt may overtake you as you remember times with your loved one such as an unresolved argument or something hurtful that was said. You may also experience guilt over not having expressed feelings of love to the person before their death. Relief for these feelings may come from talking about them with a trusted friend or writing a letter to your loved one.</p> <p>Finally, you may experience:</p> <p>RECOVERING FROM GRIEF: As some emotional balance returns to your life, you will likely begin to regain your energy and hope for the future.</p> <p>Although each individual experience grief and loss differently, the following tips may help:</p> <ul style="list-style-type: none">• Get regular rest.• Learn exercises that focus on breathing, muscle relaxation, or positive imaging.• Engage in regular physical activity when you are able to do so.• Maintain a proper diet and refrain from excessive substance use.• Do one nice thing for yourself each day. Take a break and simply put your feet up.• Do something nice for someone else. This will help you focus on something other than your grief.• Keep a journal. This can help you sort out the feelings you are experiencing.• Rely on your faith or spiritual beliefs. Pray if you find that helps. Spend time with members of your faith community and ask for support.• Take time to enjoy nature. Take a walk in the park, look at the sunset, or plant a garden.• Seek out others with a similar loss through an organized grief support group.• Continue contact with colleagues, friends, and family—people who will listen supportively. Share your needs with others. Ask them for the help you need and give them specific things to do for you.• Appoint a trusted friend or family member to convey your wishes regarding visitors, phone calls, and gifts.• Openly talk about the loss you are feeling.• Give yourself permission to laugh, smile, and feel happiness. This can be done in the spirit of honoring the person you have lost.• Acknowledge moments of strength in others and in yourself.• Be patient with yourself and be honest with yourself regarding your stress level and your ability to cope.

Coping with Special Occasions	Who Can Help?
<p>When a significant person to you is missing during special occasions, you are likely to experience sadness or grief. Memories can carry some of the original feelings of emotional pain that were felt at the beginning of the grieving process.</p> <p>During special occasions, the places to go, things to do, and people to see, may be different. You may want to consider some of the following suggestions:</p> <p>Talk about your memories with family and friends. Your loved ones will always be in your heart and mind.</p> <p>Buy yourself a special gift or spend as much time and effort on yourself as you would on any other "very special person." The gift to yourself can even have a private, personal meaning.</p> <p>Consider changing the focus of the special occasion by changing some traditions.</p> <p>Give flowers or donate to a group or organization in memory of your loved one.</p> <p>Set limitations with yourself and others. Do things that are special or important to you. Be careful of the "shoulds" in situations that feel painful and difficult. Do the best that you can during any special occasion.</p> <p>Take it one day at a time, even an hour at a time. Anticipation of a special occasion may be more difficult than the actual occasion itself.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>
<p>Benefits of Counseling</p> <p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	<p>Resources</p> <p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-854-8463 www.vinelink.com</p> <p>National Organization for Victim Assistance (NOVA) 800-879-6682 www.tvnova.org</p> <p>Substance Abuse and Mental Health Services Administration's (SAMSHA) National Helpline 1-800-662-4357 www.samhsa.gov</p> <p><small>This publication was produced under [Grant Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this pamphlet are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice. [Revision Date]</small></p>
	<div><p>Adult Grief and Feelings of Loss</p><p>[Agency] Victim Services [address] [phone number]</p><p>[Insert Agency logo]</p><p>Name/ID Number: _____</p><p>Direct Number: _____</p></div>

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

TEMPLATE – Adults 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.

What May Help	Who Can Help?	Adults and Trauma
<p>Although reactions to a traumatic event can be expected, the following tips may help:</p> <ul style="list-style-type: none">• Refrain from excessive substance use.• Engage in regular physical activity when you are able to do so.• Maintain a proper diet.• Get regular rest.• Continue contact with colleagues, friends, and family—people who will listen supportively.• Be honest with yourself regarding your stress level and your ability to cope.	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	<p>[Agency] Victim Services [address] [phone number]</p>
Benefits of Counseling	Resources	[Insert Agency logo]
<p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">◦ Safety planning and options for the future.◦ The event and how it made you feel.◦ Legal and judicial decisions.	<p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-8463 www.vinelink.com</p> <p>Substance Abuse and Mental Health Services Administration (SAMSHA) National Helpline 1-800-662-4357 www.samhsa.gov</p> <p>National Center on Domestic Violence, Trauma, and Mental Health www.nationalcenterdvtmamb.org</p> <p><small>This publication was produced under [Insert Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this draft publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p> <p>[Revision Date]</p>	<p>Name/ID Number:</p> <p>Direct Number:</p>

Trauma is an emotional response to an event like an accident, assault, or natural disaster. Immediately after the event, shock and denial are typical. Longer term reactions may include unpredictable emotions, flashbacks, strained relationships, and even physical symptoms like headaches or nausea. While these feelings are normal, some people have difficulty moving on with their lives. ¹	Common Reactions	Tips for Recovery
Physical Responses Common short-term physical reactions may include: <ul style="list-style-type: none">• Nausea• Shortness of breath• Headaches• Lack of energy• Weight loss or gain• Hyperventilation• Change in sleeping or eating patterns• Rapid pulse	<p>The following factors may impact your ability to cope effectively with a traumatic event:</p> <ul style="list-style-type: none">• Your perception of the type and severity of the event <p>How you perceive the event is important. To make sense out of what happened, it is important that you do not blame yourself or try to deny the significance or impact of the event. People often try to deny the significance to protect themselves. This may do more harm than good. It is important to understand that strong emotional reactions are common after a traumatic event. The feelings may be new and scary, but they will not last forever. It is important to recognize that your feelings will change over time as you recover.</p> <ul style="list-style-type: none">• Your willingness to talk about the event <p>It is important that you be willing to talk about the event with others when you are ready. Open communication will assist in your recovery. You can decide who you talk to, when you talk to that person, and how much detail you provide.</p> <ul style="list-style-type: none">• Your ability to handle everyday stressors <p>The amount of everyday stress you deal with can affect your recovery from a traumatic situation. A healthy amount of stress in our lives can help us to learn and create coping skills. The degree to which any stressful situation impacts your daily functioning depends upon the nature of the stressor in addition to personal and external resources. Understand that trauma affects everyone differently and individual personality and support systems can affect your ability to cope.</p> <p>Remember, involvement in a traumatic event can produce upsetting responses such as disturbed sleep, changes in appetite, and difficulty concentrating. These responses will likely diminish with time. However, if reactions are especially troubling or long-lasting, you may need to consult a professional for assistance.</p>	<ul style="list-style-type: none">• Remain in touch with friends and loved ones <p>Sometimes there is a tendency to pull away from interactions with others. Often, friends or loved ones do not know what to say. They may say nothing or say something that feels hurtful.</p> <p>It may also seem to you that friends have abandoned you. You can help by telling friends what you need from them: "I don't feel comfortable with physical contact right now," or "I appreciate it when you just hold me without asking a lot of questions," or "I want you to call me every day and just ask how I am doing."</p> <ul style="list-style-type: none">• Return to a regular routine <p>When a traumatic event happens, the initial perception may be that everything is dangerous and out of control and that you are never safe. Although these feelings are understandable, they may have been distorted by the intense nature of the event that took place. Returning to your normal routine may help you deal with those "out of control" feelings. Little by little—by going to work, shopping, driving, eating, being with family members, exercising—a more healthy and accurate perception of life may begin to redevelop. With these little successes, you may slowly regain self-confidence and start to regain stability.</p> <ul style="list-style-type: none">• Find some "normal things" to do <p>You might not want to participate in relatively complicated human experiences like going out for drinks, dating, or having sex. However, participating in more simple activities like shopping, going out to eat with friends, engaging with your religious community, or going to a movie may help reinforce a more realistic perception of the world. You may also need a friend to act as a social coordinator for a few weeks to suggest or initiate some safe, casual activities.</p>

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.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources

[Insert state Crime Victims' Compensation information]

[Insert other relevant local resources]

National Resources

Victim Information and Notification Everyday (VINE)
1-877-894-8463
www.vinelink.com

Substance Abuse and Mental Health Services Administration's (SAMSHA) National Helpline
1-800-662-4357
www.samhsa.gov

National Center for Victims of Crime
202-467-8700
www.victimsofcrime.org

After a Residential Burglary

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number:

Direct Number:

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[Revision Date]

Common Reactions

Shock and Disbelief...You may feel shock and disbelief that something like this has happened to you, that your home has been broken into and your belongings stolen.

Sense of Violation...A sense of violation is common after a burglary. This sense of violation and loss can be both financial and emotional. Your privacy and sense of personal security have been affected, in addition to your possessions being taken, searched through, or damaged.

Anger and Frustration...Anger at the intruders is very common. Because you may be unable to express this anger directly at those who committed the crime, you may feel frustrated with law enforcement and the court system—especially if the offenders and your property have not been found.

Fear...You may fear that your home is not as safe place anymore. You may feel uncomfortable being alone at home or worry when you are not there. Many people fear their home will be broken into again or that they are being singled out. Keep in mind that, most of the time, the thieves wanted your possessions and did not break into your home because of who you are.

Suspicion...Many victims of burglary find themselves full of suspicion about strangers in their neighborhoods. You are encouraged to report any suspicious persons or activities to your local police department.

Stress...You may experience an increase in your stress levels. You may even develop physical reactions, such as sleeping or eating difficulties.

Guilt...Victims often feel guilt, as if there might have been something they could have done to prevent the burglary. Remember you are in no way to blame; when someone else breaks the law, it is not your fault.

Children's Reactions

Children may have a hard time verbally expressing their thoughts and feelings. Their fear, anxiety, or anger may be expressed through changes in their behavior. They may revert to earlier childhood behaviors, such as bed-wetting. Some children might become more aggressive, and some might become quiet and withdrawn. All these responses are normal.

Children will often need special reassurance at this time. They may be frightened and need to know that their home can once again be a safe place. Encourage your children to express their feelings.

What Can You Do?

You have been through a frightening and disruptive experience. Remember that what you are feeling is perfectly normal and will likely pass in time. Meanwhile, there are some things you can do.

- If you are frightened, ask someone to stay at your home with you or stay with a friend or family member for a night or two.
- Talk about your experience to help put your feelings in order. Family and friends can be a great support system. You may also want to seek professional counseling.
- Take time to complete required paperwork thoroughly. This may become important if you file a claim with your insurance.
- Monitor your bank accounts and credit scores if personal information was taken.
- Consider becoming involved in a Neighborhood Watch Crime Prevention program.
- Consider other ways to make your home more secure such as adding extra outdoor lighting or motion sensor detectors, installing deadbolt locks on doors, installing a security system, and making your home look occupied.

Judicial System

This may be your first involvement with law enforcement or the judicial system. It is very common for people to expect what they have seen on television or in movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.

There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).

Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.

Benefits of Counseling

Some benefits to seeking counseling:

- Coping skills and strategies can help you to continue daily activities and relationships.
- Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.
- In a confidential setting, you can discuss topics such as:
 - o Safety planning and options for the future.
 - o The event and how it made you feel.
 - o Legal and judicial decisions.

Agencies can use this link ([After a Burglary Pamphlet](#)) to download this document.

Revised March 2024

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TEMPLATE – After a Robbery 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.

Judicial System <p>This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or in movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	Who Can Help? <p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professional or organizations according to your specific needs.</p>	After A Robbery <p>[Agency] Victim Services [address] [phone number]</p> <p>[Insert Agency logo]</p>
Benefits of Counseling <p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	Resources <p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-6463 www.vinelink.com</p> <p>Substance Abuse and Mental Health Services Administration's (SAMHSA) National Helpline 1-800-662-4357 www.samhsa.gov</p> <p>National Center for Victims of Crime 202-467-8700 www.victimsofcrime.org</p> <p><small>This publication was produced under (Insert Number) awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The contents, findings, and conclusions or recommendations represented in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p> <p>[Revision Date]</p>	Name/ID Number: Direct Number:

<p>The direct violence in robberies may result in unexpected personal reactions and feelings for victims.</p> <p>While some offenders physically harm their victims, they often use threats to frighten you, complete the robbery, and escape.</p> <p>Remember: Robberies are unusual events, so unusual reactions are expected. Your reaction to a robbery may depend on:</p> <ul style="list-style-type: none">• The suddenness or degree of warning• If your personal safety was threatened• The behavior of the robber/s• The number of previous robberies in which you have been involved• Your stress level prior to the robbery• Your physical and emotional health• The amount of support you receive after a robbery <p>During the Robbery</p> <p>Many of your reactions during the robbery were automatic. You most likely were not aware of what you were doing and could be experiencing lapses in memory. Some events may have felt like they were happening in slow motion. Several minutes may have seemed like an hour. You could have focused on one or two aspects of what was happening and did not notice others. This is completely normal.</p> <p>You may have feelings of:</p> <ul style="list-style-type: none">• Fear for your safety and the safety of others• Helplessness• Confusion about what to do/how to respond• Concern that the robber may remember you	<p>Immediate Aftermath</p> <p>After a robbery has occurred, an immediate reaction may be relief that the crisis is over, you survived it, and you were not severely hurt. Relief may be followed by feelings of:</p> <p>Anger at:</p> <ul style="list-style-type: none">• Having experienced a robbery• The offenders who got away• Having been robbed of cash or valuable/personal possessions• Law enforcement for not arriving sooner <p>Helplessness that:</p> <ul style="list-style-type: none">• You could not defend yourself during the robbery.• Anything is possible and that you could be robbed at work, at home, or on the street.• You have been targeted and victimized. <p>Guilt that:</p> <ul style="list-style-type: none">• You did not respond differently.• You could have prevented it.• You should have remembered more details. <p>Frustration because:</p> <ul style="list-style-type: none">• You had to answer a lot of questions regarding details that you might not be able to remember.• You had to return to work. <p>It is important to remember that these feelings may occur whether the robbery happened in your place of employment or a business that you were visiting or if you personally were robbed.</p>	<p>Common Reactions</p> <p>Although all reactions are individual, some common reactions include:</p> <ul style="list-style-type: none">• Feeling alone or frightened• Wanting to talk about the robbery a lot• Not wanting to talk about it at all• Change in appetite or sleep patterns• Nightmares about the event• Irritability• Anxiety• Paranoia• Feeling of vulnerability• Hyper-vigilance—your guard may be up, you may react to sudden movements or loud noises• Preoccupation with the robbery—you may relive it, or you may try to identify people who you think were involved <p>What May Help</p> <p>Although reactions to a traumatic event can be expected, the following tips may help:</p> <ul style="list-style-type: none">• Refrain from excessive substance use.• Engage in regular physical activity when you can do so.• Maintain a proper diet.• Get regular rest.• Continue contact with colleagues, friends, and family—people who will listen supportively.• Be honest with yourself regarding your stress level and your ability to cope.
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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.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professional or organizations according to your specific needs.

After An Assault

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Resources

Local Resources

[Insert state Crime Victims' Compensation information]

[Insert other relevant local resources]

National Resources

Victim Information and Notification Everyday (VINE)
1-877-894-8463
www.vinelink.com

Substance Abuse and Mental Health Services Administration's (SAMHSA) National Helpline
1-800-662-4357
www.samhsa.gov

National Center for Victims of Crime
202-467-8700
www.victimsofcrime.org

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[Revision Date]

Common Reactions	Documentation	Judicial System
<p>Common reactions to an assault may include:</p> <ul style="list-style-type: none">• Shock• Panic• Anger• Helplessness• Embarrassment• Sense of vulnerability• Sense of violation• Desire to seek revenge• Depression• Self-blaming <p>When the offender is a relative, friend, or acquaintance, the decision to report the crime can be difficult and your reactions may be more complex.</p> <h4>Injuries</h4> <p>You may have injuries because of this incident that you did not notice at first. Seek medical attention for injuries resulting from the crime and take initial and follow-up photographs of the injuries.</p> <p>If you do not have visible injuries, it does not mean you were not victimized, or a crime did not occur.</p> <p>You are encouraged to report changes in your ability to work to your employer and ask about leave options available to you. If you currently do not have a doctor or medical insurance, it is possible that victim services personnel can assist you in locating available resources in the community.</p>	<p>Consider obtaining all treatment records resulting from the incident—ambulance, hospital, primary doctor, and pharmacy records. It is also good practice to save all receipts and bills related to or resulting from the assault.</p> <p>These items may be important in the process of seeking restitution—a process through the court system in which a defendant (an individual accused of a crime in a court of law) is ordered to pay for the expenses related to the crime. A defendant must either plead or be found guilty before restitution will be considered.</p> <p>Receipts and documentation may also be important when applying for assistance through Crime Victim Compensation—a program that may assist with certain out-of-pocket expenses that result from a crime.</p> <h4>What May Help</h4> <p>Although reactions to a traumatic event can be expected, the following tips may help:</p> <ul style="list-style-type: none">• Refrain from excessive substance use.• Engage in regular physical activity when you are able to do so.• Maintain a proper diet.• Get regular rest.• Continue contact with colleagues, friends, and family—people who will listen supportively.• Be honest with yourself regarding your stress level and your ability to cope.	<p>This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or in movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p> <h4>Benefits of Counseling</h4> <p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.

Agencies can use this link ([After an Assault Pamphlet](#)) 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.

Assistance Obtaining Identification Records [Include information on how individuals can receive assistance with obtaining ID/birth records/social security cards]	Who Can Help? [Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.	Basic Needs [Agency] Victim Services [address] [phone number]
Transportation [Include local resources]	Resources Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources] National Resources Victim Information and Notification Everyday (VINE) 1-877-864-8463 www.vinelink.com National Center for Victims of Crime 202-462-8700 www.victimsofcrime.org U.S. Department of Housing and Urban Development www.hudexchange.info USDA Nutrition and Food Assistance Program Information www.nutrition.gov <small>This publication was prepared under [Secret Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small> [Revision Date]	Name/ID Number: Direct Number:

What Are Basic Needs? Basic needs are the resources people need to survive day-to-day life. These needs may include but are not limited to food, shelter, clothing, and medical care. Some of us take these resources for granted, while many of us struggle to maintain them each day. Others find themselves without their basic needs due to an unexpected crisis such as a disaster, the death of a loved one or caregiver, unemployment, eviction, loss of support, family violence, or other crime victimization. There are many reasons why people may need help with basic needs and it is difficult to know where to turn when you are the person in need. This pamphlet includes helpful information for local agencies that assist with basic needs. If you need additional help, dial 211 to speak with an operator who can help locate specific local resources to meet your needs.	Food Pantries [Include local resources] Hot Meals [Include local resources] Clothing Local Agencies [Include local resources]	Shelters Local Agencies [Include local resources] Medical Assistance Local Agencies [Include local resources]
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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.

Things to Consider:

- Use clear, simple language when talking to children about death.
- Do not make any assumptions. Children may have a range of responses to the news of a death that may be different than those of adults. Children may be overwhelmed and have automatic reactions because they may be unable to fully digest all the information right away. This is normal, and children should be able to ask questions and express their feelings, a little bit at a time.
- Ask if they have questions and remind children that you might not know all the answers. Reassure them that adults will share more information when it is known.
- Clearly explain plans that impact them, including where they will stay and with whom, any changes to normal school or activity schedules, and who will take care of final arrangements for the person who died.
- Provide structure that allows some flexibility. Returning to normal schedules and routines can help, but if the child feels unable to attend school or other activities, provide flexibility where possible.
- Avoid making major changes, such as moving to a new home, or changing schools or daycare arrangements, if possible. The death may cause feelings of insecurity, and familiar routines and people may provide comfort.
- Maintain consistent rules and expectations—keep the usual limits set for their behavior.
- Determine if additional people in the child's life should be notified (e.g., school and daycare). It may be helpful to inform others so they can provide additional support to the child.

Benefits of Counseling

Children may benefit from talking to a counselor to help them:

- Talk about the event and how it made them feel.
- Learn coping skills to decrease the negative physical, psychological, and emotional effects that often result from experiences of loss.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources
[Insert state Crime Victims' Compensation information]
[Insert other relevant local resources]

National Resources
Victim Information and Notification Everyday (VINE)
1-877-894-6463
www.vine.state.tx.us
The National Child Traumatic Stress Network
www.nctsn.org
National Alliance for Grieving Children
866-432-1542
www.childrensgrief.org

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[Revision Date]

Child Grief and Feelings of Loss

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number: _____

Direct Number: _____

Common Responses	Thoughts and Behavior	What May Help
<p>When a loved one dies, children often react differently from adults. Children may see death as temporary or reversible. They may believe it will never happen to them or anyone they know.</p> <p>It is common for some children to continue to believe the loved one is still alive during the weeks following the death. However, long-term denial of the death or avoidance of grief can be emotionally unhealthy.</p> <p>Adding to a child's shock and confusion at the death of a loved one is the unavailability of other family members, who may be so shaken by grief that they are not able to cope with the normal responsibility of childcare.</p> <p>Children may show their feelings of sadness in many ways or at unexpected times. Surviving relatives and loved ones should spend as much time as possible with the child, making it clear that the child has permission to show their feelings openly and that they have support.</p> <p>If the person who has died was essential to the stability of the child's world (such as a parent or sibling), anger is a natural reaction. The anger may be seen in boisterous play, nightmares, irritability, or a variety of other behaviors. Often the child will show anger toward surviving family members.</p> <p>After a death, many children will act younger than they are. Children may temporarily regress by using "baby talk" and demanding food, attention, and cuddling. Younger children frequently believe they are the cause of what happens around them. A young child may believe a loved one died because they had once wished the person dead when they were angry. The child may feel guilty or blame themselves because the wish came true.</p>	<p>Common concerns of surviving children:</p> <ul style="list-style-type: none">• Did I cause the death?• Will others in my family die too?• Am I going to die?• Why wasn't I me?• When will mom and dad be happy again?• When will the loved one come home?• Where does the loved one go when they die? <p>Common behaviors of surviving children:</p> <ul style="list-style-type: none">• Fear of paramedics or police or when hearing sirens—a visit to the fire station, hospital, or police department may be a trigger.• Because children are not able to grieve for long periods of time and need frequent breaks from their sadness, humor may be displayed. The expression of humor does not mean they are laughing.• Some children take on the role of caregiver in response to adults being "unavailable" due to their own grief. <p>Signs of Difficulty</p> <p>Children who are having serious problems with grief may show one or more of the following:</p> <ul style="list-style-type: none">• An extended period of depression including loss of interest in daily activities and events.• Sleep disturbances, bed wetting, appetite changes, fear of being alone.• Excessively imitating the person who died.• Repeated statements of wanting to join the person who died.• Withdrawal from friends.• Sharp drop in school performance or refusal to attend school.	<p>Self-Awareness</p> <ul style="list-style-type: none">• Be aware of your feelings about loss and death.• Children learn to grieve from the attitudes, expressions, and behaviors of the significant adults in their lives.• Calm adults encourage calmness in children. <p>Acknowledge/Listen/Give Permission</p> <ul style="list-style-type: none">• Communicate your support, caring, and availability in verbal and nonverbal ways.• Give permission to grieve through sharing information, acknowledging reactions, and encouraging opportunities for expression.• Acknowledge and show their process—don't overprotect or try to hurry them through it.• Be gentle and reassuring.• Your behavior, attitude, and comfort level are as important as anything you can say.• Often, sitting quietly and listening is the best form of support. <p>Provide Information</p> <ul style="list-style-type: none">• Give simple, honest, and age-appropriate explanations about death and loss.• Fantasy is often more frightening than facts.• Reassure children about normal grieving and individual responses.• Have more than one conversation. A child's understanding and questions about difficult situations change over time. Be available and look for teachable moments.• Repeat information as often as needed.• Inform teachers and other important adults in the child's life of the death so they can provide support.

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

TEMPLATE – Child Support and Custody Pamphlet

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The Court System [State-specific information]	Who Can Help? [Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, criminal case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.	Child Support and Custody [Agency] Victim Services [address] [phone number]
Benefits of Counseling Children may benefit from talking to a counselor to help them: <ul style="list-style-type: none">• Coping skills and strategies can help children to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, children can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made them feel.o Legal and judicial decisions.	Resources Local Resources [Insert other relevant local resources]	
	National Resources Victim Information and Notification Everyday (VINE) 1-877-854-8463 www.vinelink.com Resource Center on Domestic Violence: Child Protection and Custody 1-800-527-3223 www.rdcvdc.org National Domestic Violence Hotline 1-800-799-7233 www.thehotline.org <small>This publication was produced under [State Name] assistance by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations are expressed in this draft publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small>	[Insert Agency logo] Name/ID Number: Direct Number:
	[Revision Date]	

Family crises can often lead to questions about child custody and support. If you are concerned about how to proceed when you are worried about your children's safety, but don't want to violate a court order, or need a court order in place to help safeguard your children, this information may be helpful. PLEASE NOTE: [Agency Name] does not provide legal representation or services, nor is any information in this pamphlet to be considered legal advice. Child Support and Custody Children have the right to be emotionally and financially supported by both parents. Your local child support office provides services for parents who wish to obtain or provide support for their children. Temporary Assistance to Needy Family (TANF) recipients automatically qualify to receive child support services. Keep in Mind: Until there is a court order, there is no legal requirement to pay child support. However, unless you are voluntarily paying and keeping a written record of child support payments, you could be ordered to pay retroactive support. Each parent is encouraged to keep record of financial contributions made for the child at the start of the separation. Voluntary payments can demonstrate to the court and your child that you want to do what is in your child's best interest. To establish a custody order, a petition must be filed with the court. This can be filed alone, or with a divorce or paternity case. In order to file for custody, you will likely need the assistance of an attorney. In some cases, such as an agreed divorce, you may be able to represent yourself. If you represent yourself, you should access resources that will help you understand the required paperwork and processes.	Can a parent take custody of the child instead of making child support payments? No matter which parent has primary custody, both parents are obligated to provide for the child. Child support is normally paid to the custodial parent for the benefit of the child. Legal custody can be changed, but only if the parents go to court to modify the child support order and establish a child support amount for the new non-custodial parent. How can child support be changed? Only the court can modify a child support order; it cannot be done by agreement of the parents. If a parent has not paid their child support, are they still legally allowed to have visitation? Yes. Generally, child support and visitation are considered separate parts of the court's orders. Unless otherwise directed by the court, denying visitation due to missed or late child support is a violation of the court order. Likewise, a non-custodial parent cannot stop paying child support due to denied visitation. Either violation can result in being held in contempt of court, which can result in a jail sentence and/or a monetary fine. If both parents violate the court order, both could be held in contempt. It is best to comply with the terms of the court order until it is modified in court. There has been physical violence during our relationship. Can this be used against a parent even if the children were never harmed or injured? Yes. Acts of violence are taken very seriously by the courts. If one parent was physically violent with the other parent, even if the children were never hurt, this can be used as a basis to restrict custody of or visitation with the children.	Protection Orders and Custody Many people are concerned with how protection orders can impact custody and visitation. In most cases, the concern exists because the custodial parent obtains a protection order against the non-custodial parent, making visitation difficult. Often, the custodial parent does not wish to deny the children access to the non-custodial parent, and, therefore, may decide not to obtain a much-needed protection order. There are ways to obtain a protection order and allow children to maintain appropriate contact with an offending non-custodial parent. If the judge feels there is no substantial safety risk to the children, the protection order might not list the children as protected persons. This does not necessarily mean that the respondent can come to where the children live, but it does mean they can maintain visitation. In such cases, the order may list detailed contact and exchange rules for visitation. The order may involve finding a neutral public location to exchange the children or having a third party provide a timed buffer between the parents' arrivals. If the judge feels there is a substantial risk to the children, supervised visitation by a third party may be ordered, or visitation may be lessened or denied pending compliance with other orders.
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Agencies can use this link ([Child Support and Custody Pamphlet](#)) to download this document.

TEMPLATE – Children and Sexual Abuse Pamphlet

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Judicial System <p>This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or in movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	Who Can Help? <p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	Children and Sexual Abuse <p>[Agency] Victim Services [address] [phone number]</p>
Benefits of Counseling <p>Children may benefit from talking to a counselor to help them:</p> <ul style="list-style-type: none">• Coping skills and strategies can help children to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, children can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made them feel.o Legal and judicial decisions.	Resources <p>Local Resources</p> <p>National Resources VINE (Victim Information and Notification Everyday) 1-877-894-6463 www.vinelink.com</p> <p>The National Child Traumatic Stress Network www.nctsn.org</p>	<p>[Insert Agency logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>

This publication was produced under [Street Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.

<p>Reactions to traumatic events, such as sexual abuse, may appear immediately following an event or days or weeks later. Children who have experienced a traumatic event commonly express their feelings through behavioral changes. These behavioral changes may occur because children often do not yet possess the social, developmental, or psychological maturity to understand what has happened to them.</p> <p>Common Responses</p> <p>Just as every child is unique, so is every child's reaction to a traumatic event. Your child may display one, a few, or all these reactions. It's important to remember that most children experience reactions only for brief periods.</p> <p>A traumatized child may experience:</p> <ul style="list-style-type: none">• Fear — excessive clinging, fear of being separated, closed-in areas, new situations.• Sleep disturbance — nightmares, refusal to sleep alone, interrupted sleep, excessive sleeping.• Physical complaints — stomachaches, headaches, dizziness, and other bodily symptoms with no physical cause.• Change in eating habits — loss of appetite, reluctance to eat, binge eating, food hoarding.• Regressive behavior — loss of toilet training, thumb sucking, bed-wetting, fear of darkness.• School performance — difficulty concentrating, refusal to attend school or activities, decline in academic performance, disruptive behavior, difficulty with peer relationships.• Change in demeanor — withdrawal, emotional numbing, confusion, angry outbursts, loss of trust in others, expressions of guilt, crying, whimpering.	<p>Respect</p> <p>Monitoring your discussions about the incident, your child, your feelings, and your fears is important. Talking to provides respect for your child's privacy and feelings and may minimize their sense of shame, guilt, or responsibility about what occurred.</p> <p>Another way to respect your child is by allowing them to decide whether they want to talk. For some children, art or play may be the most comfortable form of expression.</p> <p>Sometimes family secrets surface, and grudges develop in response to traumatic events. Respect for and privacy of the child should be a priority. Therefore, you may need to be selective about sharing certain information. Take into consideration how the person you are sharing the information with will react and try to prepare for unexpected responses.</p> <p>Rules and Routine</p> <p>It is common for parents to relax rules and disrupt routines when a child has experienced a difficult event. The reality is that rules and routines help children maintain their sense of safety and security and ease with their recovery. When provided with support and safety, recovery for a child is usually possible.</p>	<p>Time and Patience</p> <p>Patience may run short for both you and your child. After a traumatic event, you and your child will require time to adjust. We all need a sense of security and reassuring your child they are safe and that those who they love are safe is one of the healthiest responses you can provide.</p> <p>Emotions for you and your child will most likely be at different stages and levels. As time passes, the strength of the feelings and other effects of the experience will lessen.</p> <p>Providing a balance of information about the incident and education about the prevention of future incidents is a wonderful way to help your child gain awareness, gain a sense of control, and reduce the impact of the traumatic event.</p> <p>Remember, involvement in a traumatic event can produce upsetting responses such as disturbed sleep, change in appetite, and difficulty concentrating. These responses will likely subside with time. However, if reactions are especially troubling or long-lasting, you may need to turn to a mental health professional for assistance.</p>
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Agencies can use this link ([Children and Sexual Abuse 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.

Getting Support

Choosing to stay with a partner who is abusive is very difficult and complicated. You may feel isolated from friends and family members who do not understand your situation. Those friends and family may be unaware of the abuse, may be unsure how to help, may not understand your choice or reasons for staying, or they may have chosen not to help or support you. Further, they may be aware but do not recognize the abusive behavior as a problem.

A victim of abuse needs support, during and after the relationship. If you someone you know has an abusive partner, consider getting support from a victim advocate who understands the dynamics of what you are going through. The National Domestic Violence Hotline, at 1-800-799-SAFE (7233), is open 24 hours a day and available for anyone who needs information about resources in their area, or just needs to talk.

Benefits of Counseling

When it is safe to do so, consider speaking to a counselor. Some benefits to seeking counseling:

- Coping skills and strategies can help you to continue daily activities and relationships.
- Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.
- In a confidential setting, you can discuss topics such as:
 - o Safety planning and options for the future.
 - o The event and how it made you feel.
 - o Legal and judicial decisions.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources

[Insert state Crime Victims' Compensation information]

[Insert other relevant local resources]

National Resources

Victim Information and Notification Everyday (VINE)

1-877-894-6463
www.vineind.com

National Domestic Violence Hotline

1-800-799-SAFE (7233)
www.thehotline.org

Rape, Abuse & Incest National Network (RAINN)

1-800-656-HOPE (4673) – National Sexual Assault Hotline

www.rainn.org

WomenLaw.org

www.womenlaw.org

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[Revision Date]

Choosing to Stay in an Abusive Relationship

[Agency] Victim Services
[Address]
[Phone number]

[Insert Agency logo]

Name/ID Number: _____

Direct Number: _____

Reasons Victims Stay

Abuse is a pattern of behavior to maintain power and control over another person in an intimate relationship. This behavior can include the use of physical and sexual violence, threats and intimidation, emotional abuse, and financial control.¹

Reasons for staying are often complicated. Some examples of reasons victims of domestic violence stay include:

- Children (needing help with childcare or not wanting them to lose a parent)
- Knowing the abusive partner will carry out threats.
- Conflicts with religious and/or cultural values or family expectations.
- Lack of financial or social resources.
- Lack of a support system (isolated by the abusive partner)
- Fear of retaliation for reporting to law enforcement or outside persons or agencies
- Fear that the "system" won't work (or worse, having past experience with it not working)
- Fear of losing immigration status
- Hope that the situation will change
- Genuine love for the abusive partner

Each person's situation is different, and safety planning is essential. Violence often escalates over time. The risk of death is highest when a victim attempts to leave or successfully leaves the relationship.

Victims know their abusive partners better than anyone—and therefore know when it is and is not safe to leave.

¹ National Domestic Violence Hotline, "Abuse Defined."

Safety with an Abusive Partner

If your partner is abusive and you choose to stay, always think about your safety and the safety of your children. Even if you are not ready to leave, you can take steps to promote safety. If possible and when it is safe to do so, consider:

- Identifying your partner's use and level of force so you can assess danger to yourself and your children before it occurs.
- Trying to avoid an abusive incident by leaving the house or the situation.
- 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.
- Not running to where the children are—your partner may hurt them as well.
- If violence is unavoidable, making yourself a small target; diving into a closet and curling up into a ball with your face protected and arms around each side of your head, fingers intertwined.
- Always having a phone accessible and knowing what numbers to call for help. Know the phone number to your local domestic violence/sexual assault shelter or organization. Call or text (if possible) the police.
- Telling trusted friends and neighbors know of your situation and develop a pass, code word, and visual signal for when you need help.
- Teaching your children how to get help. Instruct them not to get involved in the violence between you and your partner. Plan a code word to signal to them to get help or leave the house.
- Teaching your children that violence is never right, even when someone they love is being violent. Tell them that neither you nor they are at fault or are the cause of the violence and that, when anyone is being violent, it is important to stay safe.
- Practicing how to get out of the house safely with your children.

Planning to Leave

If you think you might leave in the future, if it is possible and safe to do so, consider:

- Keeping important documents (birth certificates, passports) in a safe place (car, friend's house).
- 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.
- Knowing where you can go to get help (e.g., a friend or family member, domestic violence organization or shelter); tell someone what is happening to you.
- If you are injured, going to a doctor/emergency room and report what happened to you. Ask them to document your visit.
- 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.
- Contacting your local domestic violence/sexual assault shelter or organization and finding out about laws and other resources available to you before you must use them during a crisis.
- Acquiring job skills or taking courses at a community college.
- Trying to set money aside or asking trusted people to hold money for you.

Agencies can use this link ([Choosing to Stay in an Abusive Relationship Pamphlet](#)) 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.

Judicial System

This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or in movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.

There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).

Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.

Benefits of Counseling

Some benefits to seeking counseling:

- Coping skills and strategies can help you to continue daily activities and relationships.
- Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.
- In a confidential setting, you can discuss topics such as:
 - o Safety planning and options for the future.
 - o The arrest and how it made you feel.
 - o Legal and judicial decisions.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referral to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources

[Insert state Crime Victims' Compensation information]

[Insert other relevant local resources]

National Resource

Victim Information and Notification Everyday (VINE)

1-877-894-8463

www.victiminfo.com

Victim Connect Resource Center

855-484-2848

www.victimconnect.org/home/vpoc-vp-crim-homicide-and-sex/

The Compassionate Friends

www.compassionatefriends.org

National Organization for Victim Assistance

800-879-6682

www.novtausa.org

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[Revision Date]

Co-Victims of Homicide

[Agency] Victim
Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number:

Direct Number:

Coping with Reactions of Others

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

Common Responses

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

SHOCK—At first, you may be taking it a profound shock to hear the news. You may be in a fog. This fog may allow you to accomplish the necessary activities for final arrangements and other duties.

TUMULT—When the fog clears, you may experience a variety of emotions. You may have flashbacks of the moments you were notified of the death, or the last time you saw your loved one alive. You may cry because of your loved one's or believe they will soon "walk through that door." Part of you may think that your loved one is really gone.

You may experience the following:

- Uncontrolled crying
- Panic attacks and feeling afraid for your life or the lives of loved ones.
- Restlessness or trouble concentrating
- Wandering at night or finding it very hard to get out of bed in the morning.

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 people.

During all these responses, you should keep talking with people you trust and who will listen with a non-judgmental ear.

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

You may also report the criminal justice system to work more quickly and keep you better informed than it does. If an arrest is made, you may decide to attend court hearings as a part of your search for why this 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 give you about the crime, motivation, and the offender. You will probably not find the answers to all your questions.

GUILT—Each victim lives with "what-ifs." This is a normal response. Please remember that no one can predict the future or control the actions of others. You cannot change the events that took place, and blaming yourself may be damaging.

ANGER—Sometimes it may feel as if anger overwhelms you. It may be directed at the murderer, the criminal justice system, family members, or friends. It is common for people who had religious or other 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.

You may minimize or disfigure your life to resemble activity. While you continue to report, your anger can be managed and may even contribute to helping you gain back some control.

REVENGE—For the first time in trials, convictions may find themselves thinking of ways to kill the wrong human being—the killer of their loved one. Individuals who admit to a crime display deep remorse by this emotion. It is important to remember that having these feelings does not mean that they will act on them.

ACCEPTANCE—Experiencing the loss of a loved one 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 and move forward. Remember, it takes time to get to this point.

FORGIVENESS—After a homicide, you may experience unexpressed emotions toward yourself, your loved one, and the offender. Forgiveness, for example, you may believe that if you had taken some sort of action, you could have prevented the homicide. Over time, you may learn that you can resolve feelings of guilt, anger, and revenge, and can create a way to move forward and concentrate on healthy relationships or restoring your faith.

Each person is an individual, with different feelings, wearing different clothing, and choosing their own strategies. It stands to reason that at any possibly the most painful time in your life, you would also give in your own way. How you choose to grieve is determined by your personality, views of death, recovery needs, and your individual circumstances.

FAMILY—When a homicide occurs, you might expect it to bring a family together. However, it is common for families to separate and become physically or emotionally apart. If death, communication is very important. Express your feelings within the family in a supportive and nonjudgmental way.

FRIENDS—When you hurt, but where are they? People who are familiar—your friends, but maybe 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 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 with a stark reality. It can happen to you, it could happen to them.

COWORKERS—You may notice that people who have known for years avoid you. They may avert their eyes and "not see you." This usually has no idea this feels like a rejection and only adds to your grief.

People who avoid you in various ways—stop seeing them, continue contact but avoid the subject, or you most need to discuss, raise the issue directly, or add other people to your circle—often have good reasons or who are willing to share your experience.

SUPPORT GROUPS—You may consider joining an organized self-support group to connect with those who have experienced a similar loss. Support group members may support you around the emotional reactions after your loss. Members of support groups may be a safe environment where your various reactions can be explained, validated, and 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.

If a Child Makes an Outcry ...

Listen to the child, but do not ask questions about the incident. Doing so could influence the child's story, which may prevent police and [State Adult/Child Welfare Agency] from getting an accurate description of the incident. Reassure the child that telling an adult was the right thing to do and that you will help keep them safe.

Even if you do not have the "whole story" or all of the details, making a report to [State Adult/Child Welfare Agency] is recommended. Child welfare experts are trained to determine the need for follow-up action after reports are made. Do not ignore any form of disclosure or statements.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Crimes Against Children:
A Guide for Non-Parents
(other responsible adults in a child's life)

[Agency] Victim Services
(address)
(phone number)

Resources

Local Resources
[Insert state Crime Victims' Compensation information]
[Insert other relevant local resources]

National Resource
Victim Information and Notification Everyday (VINE)
1-877-894-6453
www.vine.state.tx.us

National Center for Missing and Exploited Children (NCMEC)
800-843-5678
www.missingkids.org

Childhelp National Child Abuse Hotline
800-422-4453
www.childhelp.org

National Domestic Violence Hotline
800-799-7233
www.thehotline.org

[Insert Agency logo]

Name/ID Number:

Direct Number:

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[All agencies should review state statutes regarding mandatory reporting.]

[Revision Date]

Crimes Against Children

Children are susceptible to becoming victims of crime because they are dependent on others and often lack experience.

Examples of crimes against children may include:
[Agencies should use terminology defined by state statute.]

- Injury to a child: intentionally or recklessly causing bodily injury, serious mental deficiency, or impairment to a child.
- Sexual assault, aggravated sexual assault, or attempted sexual assault of a child.
- Other sexual offenses including continuous sexual abuse, indecency, prohibited sexual conduct, solicitation, child sexual performance.
- Child abandonment/neglect: leaving a child without providing reasonable and necessary care for the child.
- Child endangerment including placing a child in imminent danger of death, bodily injury, or physical or mental impairment, possession, use or manufacturing of certain controlled substances in the presence of a child, or exposing a child to a controlled substance.
- Leaving a young child unattended in a vehicle

Child Maltreatment

There are four major types of child maltreatment: physical abuse, neglect, sexual abuse, and emotional abuse. While acts of child maltreatment do not always constitute criminal offenses, they are very harmful and may lead to severe injury, emotional trauma, or death.

The legal definitions can differ from the social definitions of these terms. For example, some may consider spanking as physical abuse. However, criminal code may define physical abuse as using an instrument to inflict pain and leave a mark.

Warning Signs

The following descriptions are not necessarily proof of physical abuse, neglect, sexual abuse, and/or emotional abuse, but they may be indicators that a problem exists.

Physical Abuse Indicators:

- Frequent injuries such as bruises, cuts, black eyes, or burns without adequate explanations.
- Frequent complaints of pain without obvious injuries.
- Burns or bruises in unusual patterns that may indicate the use of a body part or object to cause harm (e.g., bruises in the shape of a hand or fingers, bruises in the shape of a belt buckle).
- Human bites or cigarette burns on any part of the body.
- Reduced or no reaction to pain.
- Aggressive, disruptive, and destructive behavior.
- Passive, withdrawn, and emotionless behavior.
- Fear of going home or seeing parents or specific people.
- Injuries that appear after a child has not been seen for several days.
- Clothing that may hide injuries to arms or legs (e.g., coats, indoors of sweatshirts during summertime).

Neglect Indicators:

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing
- Stealing, begging for, or hoarding food
- Unattended for long periods of time
- Unmet health needs (e.g., glasses, dental care, medical attention)
- Frequent tardiness or absence from school

Sexual Abuse Indicators:

- Physical signs of sexually transmitted diseases
- Evidence of injury to the genital area
- Pregnancy
- Difficulty in sitting or walking
- Extreme fear of being alone with adults of a certain sex.
- Sexual comments, behaviors, or play
- Knowledge of sexual relations beyond what is expected for the child's age.
- Sexual victimization of other children

Emotional Abuse Indicators:

- An exaggerated eagerness to please certain adults
- Low self-esteem
- Withdrawn
- Mood swings
- Severe depression, anxiety, or aggression
- Difficulty making friends or doing things with other children.
- Lagging in physical, emotional, and intellectual development.
- A caregiver who belittles the child, withholds love, and seems unconcerned about the child's problems.

Additional risk factors such as violence within the household or caregiver's drug and/or alcohol abuse may also indicate that child maltreatment is occurring.

How to Report ...

If you suspect child abuse or neglect or if a child makes an outcry to you about abuse or neglect, you are encouraged to report it and, depending on your profession (e.g., teacher, therapist, medical professional, clergy), you may be required by law to report it.¹

[Insert state-specific mandated reporting requirements]
Contact law enforcement AND [State Adult/Child Welfare Agency].
Report Abuse or Neglect to [State Adult/Child Welfare Agency].
[Insert contact information]

¹ [All agencies should review state statutes regarding mandatory reporting.]

Agencies can use this link ([Crimes Against Children: A Guide for Non-Parents Pamphlet](#)) to download this document.

TEMPLATE – Crimes Against Children: A Guide for 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.

If a Child Makes an Outcry ...

Remain calm and listen to your child. Report the incident to police and [State Adult/Child Welfare Agency].

Once you have notified police and [State Adult/Child Welfare Agency], you may be asked to bring your child for an interview with a specially trained forensic interviewer.

Police may be required to notify [State Adult/Child Welfare Agency] of all suspected child abuse/neglect cases.¹ This may include times when children are present during family violence incidents.

After Abuse Has Occurred ...

Listen to the child about the abuse. Reassure them that telling an adult was the right thing to do and that you will help keep them safe.

You may want to let the school know that something has happened to your child so they can watch for any changes in your child's behavior or performance at school.

You might want to seek out counseling for your child, and possibly yourself. It is normal for parents/guardians/caregivers to be affected when a child has been abused, and counseling can help both of you work through your individual reactions.

If [State Adult/Child Welfare Agency] is contacted regarding your child, it does not mean that your child will be removed from your care. It is best to be open and engage with the professionals involved in the case. Do not ignore any form of disclosure or statements.

¹ [All agencies are encouraged to review state statutes regarding mandatory reporting.]

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources
[Insert state Crime Victims' Compensation information]
[Insert other relevant local resources]

National Resource
Victim Information and Notification Everyday (VINE)
1-877-834-8483
www.vinecheck.com

National Center for Missing and Exploited Children (NCMEC)
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www.missingkids.org

Childhelp National Child Abuse Hotline
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www.childhelp.org

National Domestic Violence Hotline
800-799-7233
www.thehotline.org

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[Revision Date]

Crimes Against Children: A Guide for Parents/Guardians

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number: _____

Direct Number: _____

Crimes Against Children

Children are susceptible to becoming victims of crime because they are dependent on others and often lack experience.

Examples of crimes against children may include: [Agencies are encouraged to use terminology defined by state statute.]

- Injury to a child: intentionally or recklessly causing bodily injury, serious mental deficiency, or impairment to a child
- Sexual assault, aggravated sexual assault, or attempted sexual assault of a child
- Other sexual offenses including continuous sexual abuse, indecency, prohibited sexual conduct, solicitation
- Child abandonment: leaving a child without providing reasonable and necessary care for the child
- Child endangerment including placing a child in imminent danger of death, bodily injury, or physical or mental impairment, possession, use or manufacturing of certain controlled substances in the presence of a child; or exposing a child to a controlled substance
- Leaving a young child unattended in a vehicle

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The legal definitions can differ from the social definitions of these terms. For example, some may consider spanking as physical abuse. However, criminal code may define physical abuse as using an instrument to inflict pain and leave a mark.

Warning Signs

The following descriptions are not necessarily proof of physical abuse, neglect, sexual abuse, and/or emotional abuse, but they may be indicators that a problem exists.

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- Frequent injuries such as bruises, cuts, black eyes, or burns without adequate explanations
- Frequent complaints of pain without obvious injuries
- Burns or bruises in unusual patterns that may indicate the use of a body part or object to cause harm (e.g., bruises in the shape of a hand or fingers, bruises in the shape of a belt buckle)
- Human bites or cigarette burns on any part of the body
- Redacted or no reaction to pain
- Aggressive, disruptive, and destructive behavior
- Passive, withdrawn, and emotionless behavior
- Fear of seeing specific people
- Clothing that may hide injuries to arms or legs (e.g., coats, hoodies or sweatshirts during summertime)

Neglect Indicators:

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing
- Stealing, begging for, or hoarding food
- Child left alone for long periods of time
- Unmet health needs (e.g., glasses, dental care, medical attention)
- Frequent tardiness or absence from school

Sexual Abuse Indicators:

- Physical signs of sexually transmitted diseases
- Evidence of injury to the genital area
- Pregnancy in a young girl
- Difficulty in sitting or walking
- Extreme fear of being alone with adults of a certain sex
- Sexual comments, behaviors, or play
- Knowledge of sexual relations beyond what is expected for a child's age
- Sexual victimization of other children

Emotional Abuse Indicators:

- An exaggerated eagerness to please certain adults
- Low self-esteem
- Withdrawal
- Mood swings
- Severe depression, anxiety, or aggression
- Difficulty making friends or doing things with other children
- Lagging in physical, emotional, and intellectual development

How to Report ...

If you suspect your child has been abused or neglected or if your child makes an outcry to you about abuse or neglect, you are encouraged to report it.

Contact law enforcement AND [State Adult/Child Welfare Agency]

To Report Abuse or Neglect to [State Adult/Child Welfare Agency]:
[Insert contact information]

¹ [All agencies are encouraged to review state statutes regarding mandatory reporting.]

Agencies can use this link ([Crimes Against Children: A Guide for Parents Pamphlet](#)) to download this document.

TEMPLATE – Crimes Against Older and Vulnerable Adults 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.

How to Report...

If you suspect abuse of an older or vulnerable adult, you are encouraged to report it and, depending on your profession (e.g., teacher, therapist, medical professional, clergy), you may be required by law to report it.¹

[Insert state-specific mandated reporting requirements]

Contact law enforcement AND [State Adult/Child Welfare Agency]

To Report Abuse or Neglect to [State Adult/Child Welfare Agency]:

[Insert contact information]

Report instances of fraud (home equity fraud, telemarketing fraud, mail fraud, health fraud) to the [INSERT AGENCY]

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Crimes Against Older and Vulnerable Adults

[Agency] Victim Services
[address]
[phone number]

[Insert Agency Logo]

Resources

Local Resources

[Insert state Crime Victims' Compensation information]

[Insert other relevant local resources]

Local Adult Protective Services
Local Older/Vulnerable Adult Unit
Local Police Older/Vulnerable Abuse Unit
Prosecutor Older/Vulnerable Abuse Unit

National Resources

Victim Information and Notification Everyday (VINE)
1-877-839-4643
www.vinelink.com

National Domestic Violence Hotline
800-799-7233
www.thehotline.org

Consumer Financial Protection Bureau
www.consumerfinance.gov

Administration for Community Living
U.S. Department of Health and Human Services
www ElderJustice.gov

What Is Guardianship?

Guardianship is a legal process used to protect adults who are unable to provide their own care. The guardian is a court-appointed person or entity (such as a state agency) that makes decisions on behalf of the adult who is unable to provide their own care.

If you have questions about the role of a guardian or how to become a guardian for someone you know, contact [insert appropriate agency or office].

Name/ID Number:

Direct Number:

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Crimes Against Older and Vulnerable Adults

Older and vulnerable adults are at risk of becoming victims of crime because they are often dependent on others for their care.

Older and vulnerable adult abuse is defined as the mistreatment or neglect of an older person or disabled adult. Victims include adults (AGE) years of age and over and vulnerable adults (AGE) years of age who are physically, developmentally, or cognitively disabled.

Examples of crimes against older and vulnerable adults include:

- Injury to an older or vulnerable adult: intentionally or recklessly causing bodily injury, serious mental deficiency, or impairment to the person.
- Sexual assault, aggravated sexual assault, attempted sexual assault.
- Financial crimes: theft, forgery, fraudulent use of ID, securing execution of document by deception, credit or debit card abuse, fraudulent transfer of motor vehicle.

Older and Vulnerable Adult Maltreatment

The major types of older and vulnerable adult maltreatment include physical abuse, neglect, emotional abuse, sexual abuse, and financial abuse. The warning signs of older and vulnerable adult maltreatment may include physical and behavioral signs from the victims and/or caregivers. While acts of older and vulnerable adult maltreatment do not always constitute criminal offenses, they are very harmful and may lead to serious injury, emotional trauma, or death.

The legal definitions can differ from the social definitions of these terms. For example, some may consider failing to transport an older or vulnerable adult to doctor's appointments to be neglect. However, criminal code may define neglect as a willful act intended to cause or permit an older or vulnerable adult to suffer.

Warning Signs

The following descriptions are not necessarily proof of abuse, neglect, or exploitation, but they may be cause for elevated concern.

Physical Indicators:

- Injuries that have not been cared for properly
- Injuries that are inconsistent with explanations
- Pressure wounds
- Bed sores
- Cuts, puncture wounds, burns, bruises, welts
- Dehydration or malnutrition without illness-related cause
- Poor coloration of skin
- Sunken eyes or cheeks
- Inappropriate administration of medication
- Soiled clothing or bed—smell of urine or feces present
- Frequent use of various hospitals or health care providers ("doctor-shopping")
- Lack of basic necessities such as food, water, or utilities
- Lack of or limited access to personal items

Behavioral Indicators:

- Fear
- Anxiety, agitation
- Anger
- Isolation, withdrawal
- Depression
- Non-responsiveness, resignation, indifference
- Contradictory statements, unlikely or unbelievable stories
- Hesitation to talk openly
- Confusion or disorientation

Caregiver Indicators

- Prevents or limits older or vulnerable adult from speaking to or seeing visitors, medical providers, and investigators
- Apathy, indifference, aggressive behavior toward older or vulnerable adult
- History of substance abuse, mental illness, criminal behavior, or family violence
- Lack of affection toward older or vulnerable adult
- Frustration as possible indicator of inappropriate sexual relationship
- Conflicting accounts of incidents
- Withholds affection
- Speaks of older or vulnerable adult as a burden

Financial Abuse Indicators:

- Sudden changes in financial accounts or banking practices
- Unexplained withdrawal of money by a person accompanying the older or vulnerable adult
- Adding additional names on accounts or bank signature cards—usually by a relative or self-appointed power of attorney (the authority to act for another person in specified or all legal or financial matters)
- Unexplained withdrawal of funds using an ATM card
- Sudden changes in a will or other financial documents
- Unexplained missing funds or valuables
- Providing substandard care
- Unpaid bills despite having enough money
- Forged signature for financial transactions or for the titles of property
- Sudden disappearance of previously uninvolved relatives claiming their rights to a person's affairs and possessions
- Unexplained sudden transfer of assets (e.g., money, deed to property, title to vehicle)
- Providing unnecessary services
- A complaint of financial exploitation

¹ [All agencies are encouraged to review state statutes regarding mandated reporting.]

Agencies can use this link ([Crimes Against Older and Vulnerable Adults Pamphlet](#)) to download this document.

TEMPLATE – Death Investigation 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.

Frequently Asked Questions	Who Can Help?	Death Investigation
<p>Will an autopsy be performed?</p> <p>The [Death Investigation Agency] will perform an autopsy when there is a need to establish cause of death or in cases where criminal proceedings may follow. Autopsies are usually not performed if the cause of death is determined to be from natural causes.</p> <p>If religious or cultural practices should be considered, please speak to the investigator and victim services specialist.</p> <p>Who can authorize the release of the decedent (e.g., to a funeral home)?</p> <p>[Insert Your State Law]</p> <p>Who can obtain a copy of the autopsy report?</p> <p>[Insert Your State Law]</p> <p>How can I find out about the cause of death?</p> <p>You may contact your local death investigation agency at [Insert Local Number].</p> <p>When will a death certificate be issued?</p> <p>The [Death Investigation Agency] will work with the designated funeral home to complete a "pending" death certificate within [number] working days. A final death certificate may take six to [number] weeks if the death is being investigated.</p> <p>Where can I obtain a copy of the death certificate?</p> <p>Death certificates may be obtained from [Insert the appropriate agency or office].</p> <p>Are viewings allowed at the [Death Investigation Agency]?</p> <p>[Insert Death Investigation Agency's Policies and Practices]</p> <p>[Agency] Victim Services may be contacted to provide support and information about resources you may need.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p> <p>Resources</p> <p>Local Resources</p> <p>[Insert state Crime Victims' Compensation information]</p> <p>[Insert other relevant local resources]</p> <p>National Resources</p> <p>Victim Information and Notification Everyday (VINE)</p> <p>1-877-894-6463 www.vinelink.com</p> <p>National Organization for Victim Assistance (NOVA)</p> <p>800-879-6682 www.tyvnova.org</p> <p>Substance Abuse and Mental Health Services Administration's (SAMSHA) National Helpline</p> <p>1-800-662-4357 www.samhsa.gov</p> <p><small>This publication was produced under [Insert Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this death publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p> <p>[Revision Date]</p>	<p>Death Investigation</p> <p>[Agency] Victim Services [address] [phone number]</p> <p>[Insert Agency logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>

Expected Deaths	Death Investigator's Office	What About the Media?
<p>If the death was expected, an investigator will probably not respond to the scene. The case will be reviewed, and you will be contacted if any questions regarding the loss of your loved one arise.</p> <p>Unexpected Deaths</p> <p>If the death was unexpected, an investigator may respond to the scene, even if the death appears to be from suicide or natural causes.</p> <p>The scene will be treated as a crime scene to protect the integrity of any evidence that might exist.</p> <p>During the investigation, the investigator will likely speak with the persons who discovered the deceased, in addition to any close friends or family members.</p> <p>Once the initial investigation is complete, follow-up investigation activities may be completed (e.g., consultation with the person's doctor, subsequent interviews).</p> <p>Child Deaths</p> <p>If the case involves the death of a child, an investigation will also be completed by [State Adult/Child Welfare Agency].</p>	<p>[Add agency- and/or process-specific information]</p> <p>What Do I Need to Do Right Away?</p> <p>Get Support—If you have not already done so, contact a support person to be with you. It's crucial to have emotional and physical assistance of family members, trusted friends, and other important people during this difficult time.</p> <p>Select a Funeral Home—If it's determined that your loved one died of natural causes and the death certificate has been signed by a doctor, your loved one can be transported to the selected funeral home or location where afterlife arrangements will be coordinated or completed. Government agencies cannot recommend a funeral home but may have a list of local funeral parlors in the area.</p> <p>If the [Death Investigation Agency] is investigating the death of your loved one, they will be transported to the [Death Investigation Agency]. The Funeral Director at the selected funeral home should be notified to contact the [Death Investigation Agency] at [Insert number] to discuss the process and time frame for final arrangements.</p> <p>Victim Services can provide a list of local funeral homes and organizations to aid in the process of final arrangements.</p> <p>Notify Relatives and Friends—Placing multiple calls and delivering the news of a death can be an overwhelming task, and you are encouraged to accept help from family and friends. [Agency] Victim Services can also help with this upon your request.</p>	<p>It is entirely your decision whether you contact or communicate with media representatives. [Agency] Victim Services and Public Information Officer(s) can help you understand your options.</p> <p>What About My Loved One's Belongings?</p> <p>Every effort will be made to promptly return the personal effects of your loved one, provided these items are not considered evidence.</p> <p>All evidence will be collected by the [Agency]. Once the death investigation is completed, items may be returned or, if you prefer, destroyed. Victim Services personnel can provide you with the details regarding the condition of property that is available for release and the process for the return or destruction of this property.</p> <p>In criminal investigations, items will be released only when they are no longer needed as evidence. The prosecuting agency usually makes this decision. This can be days, weeks, months, or even years after the death.</p> <p>What About Cleaning?</p> <p>Scene cleanup is the responsibility of the property owner. Such cleanup may require a specialized cleaning service, and these costs may be covered by insurance. [Agency] Victim Services can provide a list of local companies that may be able to assist with this process.</p>

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.

Resources	Who Can Help?	Evictions and Lease Terminations
<p>Local Resources</p> <p>[Insert state Crime Victims' Compensation information]</p> <p>[Insert other relevant local resources]</p> <p>National Resources</p> <p>Victim Information and Notification Everyday (VINE)</p> <p>1-877-894-6463</p> <p>www.vinelink.com</p> <p>National Center for Victims of Crime</p> <p>202-467-5700</p> <p>www.victimsofcrime.org</p> <p>U.S. Department of Housing and Urban Development</p> <p>800-569-4287</p> <p>HUD Exchange: www.hudexchange.info</p> <p>Rental Assistance:</p> <p>www.hud.gov/topics/rental_assistance</p> <p>HUD Resource Locator: www.hud.gov/resources</p> <p>National Domestic Violence Hotline</p> <p>1-800-799-7233</p> <p>www.thehotline.org</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	<p>Evictions and Lease Terminations</p> <p>[Agency] Victim Services</p> <p>[address]</p> <p>[phone number]</p> <p>[Insert Agency logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>

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[Revision Date]

The Eviction Process	Lease Terminations
<p>There are many reasons individuals might need information about the eviction process. The following information is not to be considered legal advice. All parties are encouraged to seek legal services for assistance.</p> <p>Often, victims need to know how to legally evict a tenant from their home or property. Many victims also need information about their rights because they are at risk of being evicted.</p> <p>The eviction process is a formal legal procedure that includes going to the [list the name of your jurisdiction's local courthouse]. Evictions can be complicated.</p> <p>Below are the basic steps involved in the eviction process: [Research the laws of your jurisdiction and modify the following language accordingly]</p> <ul style="list-style-type: none">• Evictions must be filed in the court of the jurisdiction where the property is located.• The notice to vacate must be in writing and should be unconditional—it should tell the tenant(s) to vacate by a specific date.• Unless there is an agreement between the parties shortening the notice requirements, the landlord must wait [Enter Number] days after notice to vacate is served before filing the eviction.• When filing, the landlord should bring a copy of the lease, a copy of the notice to vacate, [Add fee] for filing/service on one person (additional service is [Add fee] per person), and all work/residence addresses and telephone numbers of the tenant(s).• Generally, all parties named in the lease should be served with notices in the eviction proceeding. Any judgment (the court's final decision on the lawsuit) that is granted will apply to only those who are specifically named and served.• The landlord's agent or lawyer may file any type of eviction suit and may represent the landlord at any hearing.• If the case is contested, an agent or lawyer may represent either party if the case involves non-payment of rent or holding over (when the tenant remains on property without consent from the landlord). The parties/their attorneys must try all other eviction types if the case is contested.	<ul style="list-style-type: none">• A suit for rent may be filed with the eviction suit if the amount due is within the jurisdiction of the court. Charges for items other than rent cannot be joined with the suit for eviction.• A default judgment (the court's final decision on a lawsuit in favor of the landlord because the tenant fails to respond to a court summons or does not appear in court) can be granted if the tenant fails to answer within [Add Amount] days after being served.• A default judgment for eviction will be granted by telephone only at the request of the landlord or agent if the file contains: a return from the serving entity showing the tenant was properly served; a copy of the notice to vacate, and a copy of the written lease.• A personal appearance and sworn testimony will be required of the landlord or agent in order for a judgment for rent to be awarded or if the file is incomplete.• A court date will be set at the time the eviction is filed with the court. This date will appear on the tenant's citation. Both parties are expected to appear at that date and time. Any continuance request must be in writing, timely, and agreed to by all parties.• If neither party appears, the landlord may obtain a writ of possession/writ of eviction from the court to cause the tenant to vacate the premises. The writ can be obtained after [Cite Local Statutes], with the writ fees of [Add fee] payable to the court. Questions involving the execution of the writ should be directed to the appropriate [Insert Office Name]. <p><small>Note: Fees cited may be subject to change</small></p> <p>Lease Terminations</p> <p>Due to safety concerns, victims of domestic violence, sexual offenses, and stalking may need information about moving without lease penalties.</p> <p>[Check local laws and modify the following language accordingly.] Victims of family violence, sexual offenses, and stalking who meet certain criteria have the right to terminate a lease without liability for future rent and/or any fees for terminating the lease early. The law does not affect a tenant's liability for delinquent, unpaid rent, or other sums owed to the landlord before the lease was terminated early by the tenant.</p> <p>Specific documentation is required and may include:</p> <ul style="list-style-type: none">• Domestic Violence: A copy of a protection order must be provided to the landlord AND appropriate notice must be given.• Sexual Offense: Documentation of the assault OR a copy of a protection order must be provided to the landlord AND appropriate notice must be given.• Stalking: A copy of a protection order OR documentation of the stalking AND a copy of the law enforcement report must be provided to the landlord AND appropriate notice must be given. <p>These laws are intended to assist those who are fearful of remaining in their homes due to criminal incidents that have occurred at the home in the past six months.</p>

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.

Benefits of Counseling	Resources	Explaining Death and Afterlife Arrangements to Children
<p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	<p>Local Resources (Insert state Crime Victims' Compensation information) (Insert other relevant local resources)</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-694-6463 www.vinelink.com</p> <p>The National Child Traumatic Stress Network www.nctsn.org</p> <p>National Alliance for Grieving Children 866-432-1542 www.childgrieve.org</p>	<p>[Agency] Victim Services [address] [phone number]</p> <p>[Insert Agency logo]</p>
<p>Who Can Help?</p> <p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>		
		Name/ID Number:
		Direct Number:

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[Revision Date]

Explaining Afterlife Arrangements to Children	Misconceptions and Facts
<p>If you are concerned about discussing funerals, cremations, or memorials with your children, you are not alone. You may hesitate to talk to children, but if you do, you can learn what they understand or if they have particular fears or misconceptions. You can use this information to help them process the loss of a loved one and understand that death is a natural part of life and rituals can help with the healing process.</p> <p>Discussing religious or culturally specific afterlife traditions in a concrete, age-appropriate way helps children understand what may take place. This can allow children to participate in afterlife activities to honor the person who has died.</p> <p>What to Say...</p> <p>...about funerals and burials.</p> <p>When a person dies, there may be a funeral or memorial service. The person's body is taken in a special car, called a hearse, to the funeral home. Each religion has particular rituals they perform before the person who has died is placed in a coffin or casket. The person's body stays at the funeral home until it is time for the service.</p> <p>Some families have a "wake" or "viewing" that is usually held at the funeral home. This allows family and friends to see the person who died and express their sadness. Sometimes people put special objects, drawings, or poems in the casket.</p> <p>The funeral service or memorial is held at the funeral home, a mortuary, or in a religious house of worship. At the service, a religious leader usually says prayers for the person who died and makes a speech about the person's life. This speech is called a eulogy and reminds people of the good things about the person who died. Sometimes there is singing and music. Other friends and relatives sometimes talk about the person who died.</p> <p>Sometimes the casket is open so you can see or touch the person who died. Sometimes the casket is closed, and sometimes there is no casket.</p> <p>During the service, people often cry. Crying can help let out the sadness and other feelings. Having a special friend or relative with you at the service can help.</p> <p>After the service, people carry the casket to the hearse. Then, everyone follows in a line of cars to the cemetery. A hole has already been dug in the ground. People stand around the hole and the casket, and prayers are often said for the person who died.</p> <p>Sometimes people shovel dirt into the hole over the casket and other times the cemetery workers do this after people leave.</p> <p>Later, a stone or marker is placed at the grave to mark the place where your loved one is buried. The stone can have the person's name, birthday, date of death, and maybe a saying or poem. Visiting the grave can help you feel close to your loved one.</p> <p>...about cremations.</p> <p>Sometimes the body of the person who died is not buried in the ground, but it is cremated. The body is taken to the funeral home to be prepared and then taken to a crematorium where high heat is used to turn the body into ashes. Ashes, which look like sand, are usually given to the family in a box or urn. The family may keep the ashes at home, bury them in the ground, store them at a special place at the cemetery, or scatter them at a favorite location of the person who died.</p> <p>After the body is cremated, the family may have a memorial service to remember the person who died. The memorial service is much like a funeral. Pictures of the loved one may be there also.</p> <p>...about feelings.</p> <p>All of these services can help people remember and celebrate the life of the person who has died. There may be some happy thoughts and some sadness. These feelings can get pretty mixed up. It helps if you can talk to your parents or another family member or friend about your feelings. Talk as long as you need to and as many times as you want. These services can help family and friends to show their love for each other.</p>	<p>Misconceptions and Facts</p> <p>I won't say or do the right thing. There are no right things to do or say. They won't want to talk about it. That's often all they do want to talk about. Let that be their choice, not yours. I might upset them. They are already upset, and being upset is healthy. If they don't find a way to cope with the feelings, it may become unhealthy. They need to keep busy. New activities may confuse them. Not thinking about it may delay their grief. Getting rid of reminders helps. Getting rid of reminders tells them it's wrong to think of the person who died. I won't mention it unless they do. Not discussing it suggests there is something bad about the person or that talking about their death is wrong. They may feel hurt, confused, and sense your discomfort. Once they've been sad or angry, that should be the end of it. Phases don't follow a pattern and can happen repeatedly. It is morbid to want to touch or talk about the body. Wanting to touch is healthy and concrete. Touching and talking to the person who died are good ways to say goodbye and make the death real. It is easier to use terms like "passed away" or "gone to heaven." These terms may confuse and frighten children: using "dead" is better. If they're not expressing grief, children aren't grieving. They might not know how to express their grief or have not been given permission to grieve. They may be worried about upsetting others.</p>

Agencies can use this link ([Explaining Afterlife Arrangements to Children Pamphlet](#)) 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.

Judicial System	Who Can help?	Harassment
<p>This may be your first involvement with law enforcement or the judicial system. It is very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	<p>[Agency] Victim Services [address] [phone number]</p>
Benefits of Counseling	Resources	[Insert Agency logo]
<p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	<p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-6463 www.vinelink.com</p> <p>Stalking Prevention, Awareness, and Resource Center (SPARC) www.stalkingawareness.org</p> <p>Stop Bullying www.stopbullying.gov/resources/get-help-now</p> <p>National Domestic Violence Hotline 1 (800) 799-SAFE (7233) www.thehotline.org</p> <p>Women's Law www.womenslaw.org</p> <p><small>This publication was produced under (Grant Number) awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p>	<p>Name/ID Number:</p> <p>Direct Number:</p>
	[Revision Date]	

What Is Harassment?	Harassment Prevention	Harassment and Children
<p>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 violence crime.¹</p> <p>Harassment can be a risk factor for further violence and should be taken very seriously.</p> <p>If You Are Being Harassed</p> <p>If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Making a police report – especially if the contact is obscene or threatening.• Report the harassment to your employer if it is occurring at work.• Instructing the offender to stop contacting you, and documenting when you do.• 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.• Changing your cell phone number, email address, and/or social media accounts or blocking contact from the offender. <p><small>¹[All agencies are encouraged to review state statutes and update this definition accordingly.]</small></p>	<p>You are not responsible for the behavior of someone who is harassing you. There are, however, action steps you can take to reduce your chances of being harassed in the future.</p> <ul style="list-style-type: none">• Try to limit personal information that is available in public, including on the internet.• 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.• Be careful when giving personal information over the phone, by email or text message, internet, or social media.• Do not reply to messages from people you do not know.• Know who you are interacting with and if you are in doubt, verify their identity first.• If you are called by a businessperson, look up the business, contact them, and confirm the person is a staff member.• Encourage your children and family members to follow the above practices.	<p>Children are often susceptible to harassment from their peers. Parents/guardians play a vital role in helping children to identify, report, and appropriately respond to harassment. Consider:</p> <ul style="list-style-type: none">• Checking in with your child frequently. Instead of general requests such as "Tell me about your day," it may be more effective to ask specific yet open-ended questions like "what are 3 things you did today?" or "what's one thing that made you happy today and one thing that made you sad or upset?"• Staying involved with your children's friends, activities, and teachers.• Role playing possible scenarios with children, so they are prepared to respond appropriately.• Demonstrating positive, clear communication regarding expected behavior.• Documenting and reporting harassing behavior to school officials and law enforcement. <p>Common Responses</p> <p>If you are or have been harassed, you may be affected in different ways. It is common to experience reactions such as anger, fear, frustration, sadness, and guilt. Children often experience feelings of isolation.</p> <p>Everyone reacts to stressful situations differently, so know that whatever you are feeling or experiencing is normal. If your reactions last longer than a few weeks or are having an impact on your daily life, you might want to seek professional assistance.</p>

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.

Judicial System <p>This may be your first involvement with law enforcement or the judicial system. It is very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting human trafficking victims. Under the Trafficking Victims Protection Act and other federal, state, and local programs, victims can be granted special protections. For cases involving prosecution, court advocates can provide information, education, and support that will help reduce your fears and uncertainties.</p> <p>Criminal case resolution by plea agreement is a practice that is often utilized. This may mean that the defendant pleads guilty to a less serious charge, or to one of the several charges, in return for the dismissal of other charges; or it may mean that the defendant will plead guilty to the original criminal charge in return for a more lenient sentence. Through both negotiation and agreement, this approach to resolution can prevent the need for your testifying in court.</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	Who Can Help? <p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	Human Trafficking <p>[Agency] Victim Services [address] [phone number]</p>
Resources <p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources National Human Trafficking Hotline 1-888-373-7888 www.humantraffickinghotline.org</p> <p>U.S. Department of Homeland Security Blue Campaign www.dhs.gov/blue-campaign</p> <p><small>This publication was produced under [Insert Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this pamphlet are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p> <p>[Revision Date]</p>	Resources <p>[Insert Agency logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>	

You May Be a Victim if... <p>The Department of Justice defines human trafficking as exploiting a person through forced labor, trafficking with respect to personage (forcing someone to work to pay off debt), slavery, or involuntary servitude, and sex trafficking of children or of others by force, fraud, or coercion.¹</p> <p>You may be a victim of human trafficking if someone has:</p> <ul style="list-style-type: none">• Forced you to work against your will.• Collected a debt by using threats or forcing you to work to pay the debt.• Forced you to work using threats to harm you and/or your family.• Forced or pressured you into prostitution or to do other sexual acts.• Taken away your passport, birth certificate, or identification card to intimidate and control your movements. <p>Immigration Relief</p> <p>Victims can be trafficked within or outside the borders of the United States. If you are not a legal resident of the United States, you may be able to stay in the United States for a certain period, depending on your individual circumstances. Under the Trafficking Victims Protection Act, victims of trafficking can apply for special visas or be eligible for other forms of immigration relief.</p> <p>The law provides certain legal benefits and services for those who assist federal, state, local, tribal, or territorial law enforcement in the investigation or prosecution of the crime.</p> <p>It is important to talk to an immigration attorney or community organization that can advise you about your choices. [Agency] Victim Services can help connect you to valuable resources in the community and provide you with referrals to a no- or low-cost attorney.</p> <p><small>¹U.S. Department of Justice, "Human Trafficking" (2018).</small></p>	Common Reactions <p>As a victim, you may experience a number of feelings and physical reactions including:</p> <ul style="list-style-type: none">• Feelings of embarrassment• Feelings of guilt or shame• Intrusive/ruminating thoughts (mind wandering, flashbacks to the event, or sense of reliving event)• Nightmares• Avoidance of places/activities/people that remind you of the trauma• Mood swings (sudden and unprovoked fear, anger, crying, irritability, hyperactivity)• Poor concentration• Forgetfulness or memory lapses• Difficulty showing emotion• Inability to recall important aspects of trauma• Disinterest in previously enjoyable activities• Exaggerated startle response• Change in sleeping or eating patterns• Lack of energy <p>If these reactions are impacting your quality of life, you may want to seek counseling to help you cope with your experiences.</p> <p>What May Help</p> <p>Although reactions to a traumatic event can be expected, the following tips may help:</p> <ul style="list-style-type: none">• Refrain from excessive substance use.• Engage in regular physical activity when you can do so.• Maintain a proper diet.• Get regular rest.• Continue contact with colleagues, friends, and family—people who will listen supportively.• Be honest with yourself regarding your stress level and your ability to cope.	Services Available to Victims of Trafficking <p>Victims of human trafficking may need a variety of services. Getting connected to resources such as stable housing or medical services can help you cope. Talk to [Agency] Victim Services for information on federal, state, and local resources available to you. These may include:</p> <ul style="list-style-type: none">• Food• Clothing• Housing• Medical services• Mental health services• Financial assistance• Employment assistance• Education assistance• Protection during criminal investigations and trials <p>Benefits of Counseling</p> <p>When it is safe to do so, consider speaking to a counselor. Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.
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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.

Getting Support	Who Can Help?	Intimate Partner Violence
<p>You may feel isolated from friends and family members who do not understand your situation. Those friends and family may be unaware of the abuse, may be unsure how to help, or they may have chosen not to help or support you. Further, they may not recognize the abusive behavior as a problem.</p> <p>A victim of abuse needs support, during and after the relationship. If you or someone you know is with a partner who is abusive, consider getting support from a victim advocate who understands the dynamics of what you are going through. The National Domestic Violence Hotline is open 24 hours a day and available for anyone who needs information about resources in their area or just needs to talk.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	<p>[Agency] Victim Services [Address] [Phone number]</p>
Benefits of Counseling	Resources	[Insert Agency logo]
<p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	<p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-8463 www.vinelink.com</p> <p>National Domestic Violence Hotline 1-800-799-7233 (SAFE) www.thehotline.org</p> <p>National Network to End Domestic Violence (NNEDV) www.nnedv.org</p> <p>Rape, Abuse, & Incest National Network (RAINN) 1-800-656-HOPE (4673) – National Sexual Assault Hotline www.rainn.org</p> <p>Women's Law www.womenslaw.org</p> <p><small>This publication was produced under [Grant Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this draft publication are those of the contributor and do not necessarily represent the official position of the U.S. Department of Justice. (Revision Date)</small></p>	<p>Name/ID Number: _____</p> <p>Direct Number: _____</p>
What Is Intimate Partner Violence (IPV)?	Power and Control	Documentation
<p>Intimate Partner Violence (IPV) occurs when one person shows a pattern of behavior to maintain power and control over another person in an intimate relationship. This behavior can include the use of physical and sexual violence, threats and intimidation, emotional abuse, and financial control.¹ IPV is also known as domestic violence.</p>	<p>Offenders of IPV often show a pattern of abusive behavior to establish and maintain power and control over their victims. Some examples include:</p> <ul style="list-style-type: none">• Threats: Offender threatening to harm the victim, leave the victim, attempt suicide, report the victim to child protection or immigration services.• Intimidation: Offender intentionally trying to cause the victim fear by using looks, making gestures, smashing things, or displaying weapons.• Emotional abuse: Offender calling the victim names, humiliating them, making the victim think they are "crazy," or making them feel guilty.• Isolation: Offender controlling what the victim does, who they see, who they talk to, what they read, and where they go.• Minimizing, denying, and blaming: Offender making light of the abuse, not taking the victim's concerns seriously, saying the abuse didn't happen, or saying the victim caused the abuse.• Using children: Offender using children to relay messages, using visitation as an opportunity to harass the victim, or threatening to take children away from the victim.• Reproductive abuse: Offender destroys birth control or denies access to birth control.• Economic abuse: Offender preventing the victim from getting or keeping a job, making them ask for money, taking away their money, or lowering their credit score.• Using privilege: Offender treating the victim like a servant, making all the big decisions, or acting like the "master of the castle."	<p>Keep evidence and a journal of physical abuse (records or pictures) noting dates, events, and threats made in a safe location or with a trusted person. Safe electronic storage options exist for this reason (contact a victim advocate for more info).</p> <p>Consider obtaining all treatment records resulting from any physical or sexual violence—ambulance, hospital, primary doctor, and pharmacy records. It is also good practice to save all receipts and bills related to or resulting from the abuse.</p> <p>These items may be important in the process of seeking restitution—a process through the court system in which a defendant (an individual accused of a crime in a court of law) is ordered to pay for the expenses related to the crime. A defendant must either plead or be found guilty before restitution will be considered.</p> <p>Receipts and documentation may also be important when applying for assistance through Crime Victim Compensation—a program that may assist with certain out-of-pocket expenses that result from a crime.</p>
		Protection Orders²
		<p>A protection order is a document issued by a court and signed by a judge that can direct the offender to stop harming the victim. Other terms commonly used for protection order include restraining order, order of protection, protection from abuse order, protective order, and injunction.</p> <p>The victim can request the protection order against the offender by (insert process here).</p> <p>Additionally, a judge can issue a protection order without the victim requesting it.</p> <p>Protection orders may include conditions like:</p> <ul style="list-style-type: none">• The offender is not allowed to contact the victim.• The offender must attend counseling classes or anger management.• The offender must hand over all personally owned firearms to local authorities. <p><small>¹ National Domestic Violence Hotline, "Abuse Defined" (2018). ² Domestic Abuse Intervention Project, "The Duluth Model: Power and Control Wheel" (1995).</small></p>
		Safety Planning
		<p>You always have the right to be safe. You do not deserve to be hit or threatened, and you should never be made to feel afraid for the well-being of yourself or others in your relationship. If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Knowing where you can go to get help (e.g., friend or family, domestic violence organization/shelter), tell someone what is happening to you.• Keeping weapons like guns and knives locked away and as hard to get to as possible.• Making a habit of backing the car into the driveway and keeping it locked. Keep the driver's door unlocked and others locked—for a quick escape.• Trying not to wear scarves or long jewelry that could be used to strangle you.• Trying to avoid an abusive incident by leaving the house or the situation.• 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 to move to those areas.• If violence is unavoidable, making yourself a small target, diving into a corner and curling up into a ball with your face protected and arms around each side of your head, fingers intertwined.• Having a phone accessible at all times and knowing what numbers to call for help. Know the phone number to your local domestic violence/sexual assault shelter or organization. Call or text (if possible) the police.• Letting trusted friends and neighbors know of your situation and develop a plan, code word, and visual signal for when you need help.• Practicing how to get out of the house safely with your children.• Contacting your local domestic violence/sexual assault shelter or organization and finding out about laws and other resources available to you before you have to use them during a crisis.

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.

Mental Health Resources

If you or someone you know is having a medical or mental health emergency: **CALL 911.**

A mental health emergency is when someone is a danger to themselves or others.

If you or someone you know is experiencing concerning mental health symptoms, but it is NOT an emergency, you can contact the following agencies:

[List local agencies]

Who Can help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Mental Health

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Resources

Local Resources
[Insert state Crime Victims' Compensation information]
[Insert other relevant local resources]

National Resources
National Alliance on Mental Illness
www.nami.org

National Institute of Mental Health
www.nimh.nih.gov

Substance Abuse and Mental Health Services Administration's (SAMHSA) National Helpline
1-800-662-4357
www.samhsa.gov

This publication was produced under [Insert Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations represented in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.

[Revision Date]

Name/ID Number:

Direct Number:

What Are Mental Health Conditions?

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 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.

Mental health conditions may be caused by genetic factors, reactions to environmental stresses, biochemical imbalances, or a combination of these. As with cancer, diabetes, and heart disease, mental health conditions often have symptoms that are physical as well as emotional and psychological. Just like other disorders, the worse it gets, the harder it can be to treat. However, with proper care and treatment, many individuals learn to cope with mental health conditions.

Most people believe that mental health conditions are rare and "happen to someone else." In fact, mental health conditions are common.

Some families and friends are not prepared to cope with learning their loved one has a mental health condition. It can be physically and emotionally difficult and can make some feel vulnerable to the opinions and judgments of others.

If you think you or someone you know may have a mental health condition, it is important to remember there is hope and help available.

1 American Psychiatric Association, "What Is Mental Illness?"

Warning Signs and Symptoms

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 diagnosed.

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.

The following are some indicators that may prompt you or your loved one to speak to a medical or mental health professional. One or two of these symptoms do not necessarily indicate a mental health condition. However, a person experiencing several 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 a medical condition)
- Long periods of depression (sadness or irritability)
- Feelings of extreme highs and lows
- Excessive fears, worries, and anxieties
- Social withdrawal
- Dramatic changes in eating or sleeping habits
- Strong feelings of anger
- Delusions or hallucinations
- Growing inability to cope with daily problems and activities or attending to personal needs
- Suicidal thoughts
- Denial of obvious problems
- Numerous unexplained physical ailments
- Substance abuse or refusal to take prescribed medications

In Older Children and Adolescents

- Inability to cope with problems and daily activities
- Changes in sleeping and/or eating habits
- Excessive complaints of physical ailments
- Defiance of authority, truancy, theft, and/or vandalism
- Intense fear of weight gain
- Prolonged negative mood often accompanied by poor appetite or thoughts of death
- Frequent outbursts of anger
- Substance abuse

In Young Children

- Changes in school performance
- Poor grades despite strong efforts
- Excessive worry or anxiety (e.g., refusing to go to bed or school)
- Hyperactivity
- Persistent nightmares
- Persistent disobedience or aggression
- Frequent temper tantrums

Shame, fear, denial, and other factors often prevent individuals or their family members from seeking help. Ongoing individual and/or family counseling, vocational and educational support, medication when appropriate, and close monitoring by a medical 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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Benefits of Counseling	Resources	Personal Safety Plan
<p>When it is safe to do so, consider speaking to a counselor. Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">◦ Safety planning and options for the future.◦ The event and how it made you feel.◦ Legal and judicial decisions.	<p>Local Resources</p> <p>Protection Orders [insert relevant local resources]</p> <p>Shelters [insert relevant local resources]</p> <p>Legal Assistance [insert relevant local resources]</p> <p>Counseling [insert relevant local resources]</p> <p>National Resources</p> <p>Victim Information and Notification Everyday (VINE) 1-877-434-8463 www.vinelink.com</p> <p>Stalking, Prevention, Awareness, and Resource Center (SPARC) www.stalkingawareness.org</p> <p>National Domestic Violence Hotline 1-800-799-SAFE (7233) www.thehotline.org</p> <p>Rape, Abuse, & Incest National Network (RAINN) 1-800-656-HOPE (4673) – National Sexual Assault Hotline www.rainn.org</p> <p>Women's Law www.womenslaw.org</p> <p><small>This publication was produced under [Grant Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this draft publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p>	<p>[Agency] Victim Services [address] [phone number]</p> <p>[Insert Agency logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>
<p>Who Can help?</p> <p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	<p>[Revision Date]</p>	

Safety at Home When the Abuser Is Present	Safety When the Abuser Is Gone	Checklist Items
<p>You always have the right to be safe. You do not deserve to be hit or threatened, and you should never be made to feel afraid for the well-being of yourself or others in your relationship.</p> <p>Safety at Home When the Abuser Is Present</p> <p>If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Staying out of rooms with no exit• Avoiding rooms that may have weapons or objects that can be used as weapons (e.g., kitchen knives, tools)• Practicing how to get out of your home safely• Telling your neighbors about the abuse and asking them to call 911 if they hear a disturbance from your home• Selecting a code word that will alert your friends, children, family, and neighbors to call 911• Creating and saving a group text message that can be used to immediately alert multiple people• Trusting your own instincts and judgment—protecting yourself until you are out of danger <p>Safety When Preparing to Leave</p> <p>If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Opening a bank account and/or credit card in your own name—depositing as much money as you safely can• Getting a P.O. box in your name to receive mail• Leaving a packed bag and checklist items with a trusted relative or friend• Communicating your plans with a trusted friend or relative• Planning where you will go, who you can stay with, and who can lend you money during a crisis• Memorizing domestic violence/sexual assault resource numbers or keeping them nearby• Reviewing your safety plan often to ensure the safest way to leave the abuser• Developing an alternate or back-up plan <p>Safety planning is essential. Leaving your abuser is often the most dangerous time.</p>	<p>Safety When the Abuser Is Gone</p> <p>If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Obtaining a protection order—keeping a copy with you and giving copies to trusted relatives and friends• Informing your employer, children's school/daycare, and neighbors about the protection order and its conditions• Changing your phone number and screening calls• Changing/adding locks on doors and windows• Installing/increasing outdoor lighting• Installing a peephole in your doors• Providing your neighbors and landlord with a photo of the abuser and description of their vehicle• Telling your neighbors and landlord to call 911 if the abuser is seen near your home• Keeping a charged cell phone with you at all times <p>Protecting Your Children</p> <p>If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Discussing a safety plan with your children for times when you are not with them• Planning/rehearsing an escape route• Teaching children a code word and instructing them to call 911 if you say the word• Teaching them how to use your home and cell phone• Providing school/daycare personnel with a photo of the abuser and description of the abuser's vehicle and discussing safety planning for your children while they are at school/daycare <p>Safety at Work</p> <p>If possible and when it is safe to do so, consider:</p> <ul style="list-style-type: none">• Providing your supervisor and security personnel with a photo of the abuser, a description of their vehicle, and a copy of the protection order• Arranging for an escort to/from your car or bus• Varying the times/routes you use to go home• Carrying a noisemaker or personal alarm	<p>Checklist Items</p> <p>Having these items located and accessible can support personal safety.</p> <p>Identification:</p> <ul style="list-style-type: none">• Driver's license or identification card• Birth certificates—yours and your children's• Social security cards—yours and your children's• Public benefits cards• Medical insurance cards <p>Financial:</p> <ul style="list-style-type: none">• Money• Credit/debit cards• Checkbook <p>Legal Documents</p> <ul style="list-style-type: none">• Protection order• Lease, rental agreement, property deeds• Vehicle title, registration, and insurance• Health/life insurance documents• Medical records—yours and your children's• Work permit, green card, visa• Passport• Divorce/custody paperwork <p>Other</p> <ul style="list-style-type: none">• Keys—house, vehicles, and safe deposit• Medications• Jewelry• Address book• Photos—of you, your children, and the abuser• Small children's toys• Clothing and toiletries• Alternate cell phone

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.

Stalking & Technology	Who Can Help?	Safety with Technology
<p>There are many new technologies that are being used for harassing and stalking. The tools and strategies perpetrators may use include:</p> <ul style="list-style-type: none">• Social media pages like Facebook and Instagram• Hacking into a victim's email or social media accounts• Installing spyware on a victim's computer that monitors activity from a separate device• Installing GPS devices, location tracking, or apps on/in the victim's car or phone• Activating the victim's phone for tracking through the cell phone company <p>If you believe that someone may be using technology to harass, threaten, or stalk you, document the activity and make a report with law enforcement. If you believe that someone is tracking you, stop using the device that may be compromised.</p> <p>The Internet & Children</p> <p>Children are some of the most vulnerable internet users. They may be more "tech-savvy" than prior generations, but they may be unaware of, or unconcerned about, all the risks involved with new technology.</p> <p>The internet also provides a place for predators of all kinds to easily target children. If you have or know children who use the internet and internet capable devices (smart phones, tablets, music players, etc.), talk to them about internet safety and ensure that appropriate security settings are in place to protect them. For example, set up parental controls to block certain types of websites or to deny certain downloads.</p> <p>Most important, talk to them about internet capabilities so they understand the risks and your expectations of how they use the internet.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p> <p>Resources</p> <p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-6463 www.vinelink.com</p> <p>Tech Safety App www.techsafetysapp.org</p> <p>Federal Trade Commission Consumer Information www.consumer.ftc.gov</p> <p>Wired Safety www.wiredsafety.org</p> <p>National Center for Missing and Exploited Children www.netsmartz.org</p>	<p>[Agency] Victim Services [address] [phone number]</p> <p>[Insert Agency logo]</p> <p>Name/ID Number: _____</p> <p>Direct Number: _____</p>

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[Revision Date]

Technology and Risk¹

Modern technology is a normal part of most people's lives—it provides access to constant entertainment, makes communication easy, and assists with daily tasks. However, this connectivity may pose safety risks. Modern technology leaves us vulnerable to the risk of everything from identity theft to stalking. Often, these crimes affect those who did not realize their information was at risk.

Basic Web Browsing

Tip #1: Secure browsing and 2-step verification. When you access websites that contain or obtain any of your personal data, you should ensure that the prefix to the web address is "HTTPS" instead of "HTTP." This protects against hackers accessing the page. Under your account security/privacy settings, you can (and should) choose 2-step verification for your social media and email accounts. You may also choose to be notified whenever a new device logs into your account. If a device you do not recognize logs into your account, change your password immediately and check for a breach.

Tip #2: If you are not SURE where it came from, do not click on it, open it, or download it. Hackers and scammers will send you emails and post eye-catching links on web pages that can infect your computer with viruses, steal your personal information, or lure you into a scam. If you receive a suspicious email or one from an unrecognized email address, label it as "spam" and delete it without opening. If you are browsing and see a link that you are not positive is from a trusted source, just avoid it.

Tip #3: Perform routine computer security checks and maintenance. Purchase a computer security program to scan and clean your computer of viruses, spyware, and malware 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: TechnologySafetyTools

Regularly delete your browsing history, clear your "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 settings.

Social Media

Tip #1: Be careful what you post and who you "friend," "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 platforms.

There is no reason to connect with everyone on social media, especially strangers or people you have conflict with. Ignore 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 anything that is from someone you do not know well or messages from people you know that seem unusual.

Tip #2: Make your account private. For safety planning above and beyond identity protection, it is best to choose the most restrictive/secure options in each setting on your account and profile. For example, ensure that only your friends or a custom list of friends can see everything on your profile, including posts, pictures, and other activity.

Tip #3: Beware of strangers. It is especially important to be cautious when meeting someone online to make a friend, for dating, or a one-time transaction (like a sale). Do not give personal data to someone you recently met 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 place instead. If you are going on a first date, meet at a public place like a restaurant and let someone else know where you will be. If you get a bad feeling at any point in time, get out of there!

Tip #4: Beware of estranged intimate partners, family members, friends, and co-workers. If anyone in your personal life has become harassing or threatening 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 incidents and contact law enforcement.

Generality: 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.

Helpful Hint: Employers are looking at social media activity too! If you do not want your boss to see that 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 login 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.

Judicial System

This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.

There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).

Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.

Who Can help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources

[Insert state Crime Victims' Compensation information]

[Insert other relevant local resources]

National Resources

Victim Information and Notification Everyday (NINE)
1-877-894-8463
www.victimline.com

Rape, Abuse, & Incest National Network (RAINN)
1-800-656-HOPE (4673) – National Sexual Assault Hotline
www.rainn.org

Substance Abuse and Mental Health Services Administration's (SAMSHA) National Helpline
1-800-662-4357
www.samhsa.gov

Women's Law
www.womenslaw.org

Sexual Assault Reporting Options

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number:

Direct Number:

This publication was produced under (Secret Number) awarded by the Office for Women of the U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this draft publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.

[Revision Date]

What Is Sexual Assault?

Sexual assault occurs when a person performs a non-consensual sexual act on another. A victim is unable to give consent if they are under [Insert jurisdiction-specific age], intoxicated/drugged, or unconscious.

Aggravated sexual assault occurs when the offender causes serious bodily injury or attempts to cause death; places the victim in fear that death, serious bodily injury, or kidnapping will occur; uses/exhibits a deadly weapon; involves a second offender; or gives the victim a drug. A sexual assault can also be aggravated when a victim is younger than [Age] years of age or is an elderly or vulnerable adult.¹

Anyone can be a victim of sexual assault.

Anyone can be an offender of sexual assault.

Most victims know their offenders.

Marriage or current or previous sexual relationship does not eliminate the possibility of a sexual assault.

Victims of sexual assault may experience a variety of physical and emotional reactions. Each victim's individual experience will be unique, and this variation is normal. While you did not choose for this to happen to you, you have choices about what will happen next.

You are not alone, and support is available.

Reporting Options

Reporting to Law Enforcement—Reporting to law enforcement will result in the sexual assault being criminally investigated. The sooner a report is made, the higher the probability of collecting important evidence for the case. Through an investigation, if sufficient evidence exists, the investigator will present the case to the prosecuting attorney's office to determine if the offender will be prosecuted.²

¹ [Not all states use these definitions. Please check your local statutes.]

² [Agencies are encouraged to update this paragraph to reflect realistic expectations for victims who report sexual assault within their jurisdiction.]

Pseudonym Reporting—In some jurisdictions, a victim can choose a pseudonym to be used instead of their legal name in all public files and records concerning the offense. This includes law enforcement reports, press releases, and all records of judicial proceedings. A victim who elects to use a pseudonym must complete a pseudonym form and then provide it to the law enforcement agency investigating the offense. Forms are available through the Office of the Attorney General or law enforcement.³

Non-Reporting—Safety and emotional concerns are often involved in the decision to report to law enforcement. Adult victims must do what is in their best interest, and that might not always involve making a law enforcement report. If you are an adult and do not want to make a law enforcement report immediately after the assault, you can still have a medical exam to collect evidence from the assault if you decide to make a police report in the future.

Adult victims who contact law enforcement and report they have been sexually assaulted but do not want it investigated will be directed to a local hospital or advocacy center where a forensic medical exam can be completed. The evidence collected from the exam will be maintained for a period of [Length of time]. Adult victims may also choose to go directly to a local hospital emergency room and request the exam without law enforcement involvement. The exam may be conducted only within [Length of time] after the assault has occurred—that is the window of time when evidence will remain viable.

About Sexual Assault Forensic Exams

The forensic medical exam is completed by a specially trained sexual assault nurse examiner (SANE) who looks for evidence that might have been left by the offender because of the assault. A forensic medical exam usually takes a few hours to complete.

Advocates may be present at the hospital or advocacy center to provide victims with support throughout the process.

Safety Options

Protection Orders—If you are the victim of a sexual assault, you may be able to apply for a protection order. This is a court order that can prohibit the offender from coming near protected persons or engaging in threatening or harassing behavior.⁴

Address Confidentiality Program (ACP)—ACP is a safety tool and is intended as one step in an overall safety plan. However, it is not a witness protection program nor a guarantee of safety. This program helps victims of sexual assault keep their home address confidential. The [Insert agency or office] provides a substitute post office box address and free mail forwarding service for participants.⁵

Sexual Assault Lease Terminations—Victims of sexual assault who meet certain criteria may have the right to terminate a lease without liability for future rent and/or any other sums due to terminating the lease early. This can be helpful if you need to relocate for safety.⁶

³ [Not all states have this option. Please check your local statutes.]

⁴ [Not all states have this option. Please check your local statutes.]

⁵ [Not all states have this option. Please check your local statutes.]

⁶ [Not all states have this option. Please check your local statutes.]

Agencies can use this link ([Sexual Assault Reporting Options Pamphlet](#)) to download this document.

TEMPLATE – Sexual Assault Pamphlet

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Judicial System	Who Can Help?	Sexual Assault
<p>This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p> <p>Resources</p> <p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-6463 www.vinelink.com</p> <p>Rape, Abuse, & Incest National Network (RAINN) 1-800-456-HOPE (4673) – National Sexual Assault Hotline www.rainn.org</p> <p>Substance Abuse and Mental Health Services Administration's (SAMSHA) National Helpline 1-800-662-4357 www.samhsa.gov</p> <p>Women's Law www.womenslaw.org</p>	<p>[Agency] Victim Services [address] [phone number]</p> <p>[Insert Agency logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>

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[Revision Date]

Types of Sexual Assault	Time and Patience	Common Reactions
<p>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."¹ Rape can be committed by an acquaintance/non-stranger, stranger, spouse/partner, or multiple people at once. 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.</p> <p>It is common for victims of sexual assaults to question whether they were victimized and/or whether they are responsible for the event or the opportunity for its occurrence.</p> <p>At the time of the sexual assault, victims enter an automatic survival response that may present as fight, flight, or freeze. Surviving the event may require victims to refrain from saying "no" or verbally or physically resisting during the incident. Victims might not physically fight back to avoid escalating the offender's violence. Use of a weapon or a threat against friends or family could also be reasons that make it unsafe to resist. Lack of resistance by the victim does not mean the victim was not assaulted.</p> <p>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.</p> <p>Inability to remember the assault does NOT mean it did not occur. When a person experiences trauma, memory can be impacted.</p> <p>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 does NOT excuse the actions of the offender or mean the assault did not occur. It is the investigator's role to conduct a detailed investigation and gather all facts and evidence pertaining to the case.</p> <p><small>¹Agencies are encouraged to provide a legal definition based on state statutes, written in layman's terms.</small></p>	<p>Recognize that healing from sexual assault takes time. Give yourself the time you need. Many different reactions are understandable. You may find yourself reliving the incident or trying to find an alternative response or 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.</p> <p>Always remember you are not to blame and that your actions were understandable given the potentially life-threatening circumstances of the assault.</p>	<p>Some of the normal reactions and thoughts you may experience can include:</p> <ul style="list-style-type: none">• Anger: I want to hurt or kill them.• 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 dead.• Disbelief: 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 safe again? 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.• Guilt: I feel as if it's my fault or I did something to make this happen. If only I had...• 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.• Shame: I feel so dirty, like there is something wrong with me. I want to wash my hands or shower all the time.• Triggers: I keep having flashbacks. I smelled or saw something that reminded me of the assault. I'm still reliving it. I see the offender's face all the time. <p>These responses will likely subside with time. However, if reactions are especially troubling or long-lasting, you may consider turning to a professional for assistance.</p>

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.

Children's Sleep Problems

Children vary in the amount of sleep they need and the amount of time it takes to fall asleep. How easily they wake up and how quickly they can resettle are also different for each child.

After a traumatic event, you can help your child develop and return to good sleep habits by:

- Planning quiet time before bedtime
- Limiting the use of cell phones or devices with screens for an hour before their sleep time routine
- Setting a consistent daily schedule for children
- Avoiding long naps for children during the day
- Providing nutritious meals/snacks and avoiding giving children caffeine or sugary drinks
- Giving children a comfort item to take to bed with them—teddy bear, blanket, etc.
- Using a night light in children's rooms

Respond quickly to children after a nightmare—reassure them they are safe. Encourage them to tell you about the dream.

Remember to be patient, with yourself and with children, during periods of sleep changes. A negative response by adults can often make sleep changes worse—especially after a traumatic event.

If you are concerned that your child's sleep problems are not resolving, talk to their pediatrician for recommendations.

Benefits of Counseling

Some benefits to seeking counseling:

- Coping skills and strategies can help you to continue daily activities and relationships.
- Establishing a support network can help to decrease the negative physical, psychological, and emotional effects the often result from traumatic experiences.
- In a confidential setting, you can discuss topics such as:
 - Safety planning and options for the future.
 - The event and how it made you feel.
 - Legal and judicial decisions.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Sleeping Tips

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number: _____

Direct Number: _____

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[Revision Date]

Common Causes for Sleep Problems

Trauma or crisis—the body may produce chemicals that trigger what is known as the "fight or flight" response.

Stress—school- or job-related stress, family or relationship stress, worry about the death of a loved one, or a serious medical condition.

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, roaring 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 sleep.

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:

- Does it take you more than 30 minutes to fall asleep?

- Are you awake for a significant amount of time during the night?
- Do you wake in the middle of the night and find it difficult to go back to sleep?
- Do you wake up groggy and still tired?
- Do you feel sleepy during the day?

What May Help

When you experience difficult emotions or are worried, it can be hard to get a good night's sleep. When you are well rested, you will be better able to cope with stress. These tips can help you get the rest you need.

- Develop a sleep time routine. For an hour before going to bed, do the same quiet activities to get ready. Try to go to bed at the same time each night.
- Include repetitive activities in your sleep time routine such as brushing your hair or rocking in a rocking chair. Looking at a picture book or reading can also be helpful.
- Limit the use of cell phones or devices with screens for an hour before starting your sleep time routine.
- Make a to-do list before beginning your sleep time routine if you find you are having a hard time calming your mind—then put the list away for tomorrow.
- Relax the muscles of your body. Beginning with your face and neck, keep relaxing muscles as you "move" down your body all the way to the very tips of your toes. Many people fall asleep before they reach their feet.
- Get up if you cannot fall asleep within 20 minutes of laying down. You are less likely to fall asleep the longer you toss and turn. Try some quiet or repetitive activities until you feel ready to fall asleep.

- 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.
- Try to make your home feel as safe as possible. Take any measures you can to feel secure where you sleep.
- Do not try to ignore nightmares or uncomfortable dreams. Write them down in the night when you wake up. Think about what they mean and think of ways you could change the dream to make it feel less frightening.
- Leave your troubles outside the bedroom door. Make your bedroom a worry-free zone. If you start thinking about problems when you are in bed, try deep breathing or visualization exercises (e.g., think of yourself on a quiet beach or by a warm fire).
- Create a cozy sleep environment. Wear comfortable pajamas, adjust the room temperature, limit noise, darken the room, and use soft, comfortable bedding.
- Talk with your doctor if you experience sleep problems for longer than a week. Your doctor can evaluate you for a sleep disorder and suggest additional lifestyle changes or treatment options.

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.

Common Responses If you are or have been stalked, you may be affected in different ways. It is common to experience reactions such as anger, frustration, fear, sadness, and guilt. Everyone reacts to stressful situations differently so know that whatever you are feeling or experiencing is normal. If your reactions last longer than a few weeks or are having an impact on your daily life, you might want to seek professional assistance.	Who Can Help? [Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.	Stalking [Agency] Victim Services [address] [phone number]
Benefits of Counseling Some benefits to seeking counseling: <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	Resources Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources] National Resources Victim Information and Notification Everyday (VINE) 1-877-894-6463 www.vinelink.com Stalking Prevention, Awareness, and Resource Center (SPARC) www.stalkingawareness.org National Domestic Violence Hotline 1-800-799-SAFE (7233) www.thehotline.org Women's Law www.womenslaw.org	[Insert Agency logo]
<small>This publication was produced under (Grant Number) awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small>		Name/ID Number: Direct Number:
[Revision Date]		

What Is Stalking? Stalking is a pattern of behavior directed at a specific person that would cause them to feel fear. Stalking behavior may be aggressive or seemingly benign and makes the victim fear for their safety. Two or more incidents make a pattern. Individually, these actions might not be criminal, but taken in context, or as a pattern of behavior, may meet the legal definition of stalking. A stalker attempts to control their victim through behavior or threats that are intended to intimidate and terrify. A stalker can be an acquaintance, an unknown person, a family member, or a current or former intimate partner. Stalking can be perpetrated by the stalker or by another person acting on their behalf. A stalker may follow a victim off and on for a period of days, weeks, or even years. While stalking behavior is intended to create fear and can have a significant impact on the life of a victim, it is important to understand that not all stalking behaviors by themselves are against the law. Someone commits stalking if [insert criminal definition of state statute in layman's terms]. A person commits terroristic threat if [insert criminal definition of state statute in layman's terms]. Someone commits harassment if [insert criminal definition of state statute in layman's terms].	If You Are Being Stalked If possible and when it is safe to do so, consider: Nothing law enforcement You have the right to report stalking incidents to law enforcement. If you decide to report, consider providing any written correspondence to law enforcement and report any threats conveyed by phone or electronically (email, text, voicemail, social media). Documenting contact It is important to show the pattern of stalking behaviors. A log helps you keep track of these behaviors and can also help law enforcement understand your situation. In the log, you may want to include the date, time, location, and description of the incident. If law enforcement was involved, include the officer's information. If possible, it can be helpful to preserve evidence such as text messages, voicemails, letters, emails, photographs, etc. Evidence can be useful when making a report to law enforcement or if applying for a protection order. Applying for a protection order [Describe Local Process Here] Taking pictures of the stalker Take pictures of the stalker if it can be done safely. Note the time, date, and location for each picture. Keeping all correspondence Make a copy of any written correspondence you receive from the stalker. Touching the paper as little as possible may preserve fingerprints. Save all electronic correspondence when possible. Engaging your support system If possible and when safe to do so, consider giving friends, family members, teachers, co-workers, and neighbors a description of the stalker and their vehicle. Ask them to document each time they see the stalker.	Important Safety Measures If you are being stalked, the following tips and suggestions may help address safety concerns. <ul style="list-style-type: none">• Be aware of people near you and things that are happening around you.• Vary routes of travel when you come and go from work, school, home, or even errands.• Park in well-lit areas and ask someone to escort you to/from your car.• Be aware of vehicles following you. If you are followed, drive to a police/fire station, hospital, or busy shopping center and sound the horn to attract attention.• Alert managers, co-workers, and security personnel at your place of business. Provide a picture or description of the stalker and their vehicle.• Explain to your neighbors that the stalker is not welcome and ask your neighbors to tell you and/or call law enforcement if they see the stalker at or near your home.• Request a security check of your home by law enforcement to ensure your home can be locked safely. Secure all doors and windows in both your home and vehicle.• Maintain an unlisted phone number and use caller ID when possible.• Do not dismiss any threat, written or verbal.• Maintain your privacy and never give out your personal information in locations where the information can be overheard. Remove your phone number and social security number from as many places as possible. Do not post personal information or your location on social media.• Develop a safety plan for yourself and family members in case of emergency. Decide on a safe place to meet and safe people to contact if problems do arise.
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Agencies can use this link ([Stalking Pamphlet](#)) to download this document.

TEMPLATE – Strangulation/Suffocation 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.

Judicial System	Who Can Help?	Strangulation/ Suffocation
<p>This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	<p>[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	<p>[Agency] Victim Services [address] [phone number]</p>
Benefits of Counseling	Resources	<p>[Insert Agency logo]</p>
<p>When it is safe to do so, consider speaking to a counselor. Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	<p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources VRIT (Victim Information and Notification Everyday) 1-877-804-8463 www.vritlink.com</p> <p>National Domestic Violence Hotline 1-800-799-SAFE (7233) www.thehotline.org</p> <p>Rape, Abuse, & Incest National Network (RAINN) 1-800-656-HOPE (4673) – National Sexual Assault Hotline www.rainn.org</p> <p>Women's Law www.womenslaw.org</p> <p><small>This publication was produced under [Grant Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this report publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p>	<p>Name/ID Number:</p> <p>Direct Number:</p>
The Danger of Strangulation	Signs and Symptoms	Common Reactions
<p>You always have the right to be safe. You do not deserve to be harmed or threatened, and you should never feel afraid for your well-being in your relationship. Strangulation/suffocation is one of the deadliest forms of domestic violence and is a sign that the violence is getting worse. Strangulation is an extreme form of power and control. A victim who is strangled/suffocated by their partner and survives is more than 7 times more likely to be murdered by that partner.¹</p> <p>The danger of strangulation/suffocation is not only about the external injury or risk, but also about the internal damage that happens when not enough oxygen and blood get to the brain and other internal organs, no matter how brief the event. Unconsciousness can happen within seconds and death within minutes.</p> <p>Approximately 50% of strangulation/suffocation victims have no external signs of injury, and, of these, only 15% have injuries that can be photographed. Symptoms might not appear until hours, days, or weeks after the event. You are strongly encouraged to seek medical attention immediately following a strangulation/suffocation and follow-up medical care to rule out potentially fatal internal injuries or complications. This is especially important for women who are pregnant at the time of strangulation/suffocation. Experiencing physical violence during pregnancy can be extremely dangerous and can result in significant complications or even miscarriage.²</p> <p><small>¹ Nancy Glass et al., "Non-Fatal Strangulation is an Important Risk Factor for Homicide of Women," <i>Journal of Emergency Medicine</i> 35, no. 3 (October 2008): 329-335.</small></p> <p><small>² World Health Organization, "Intimate Partner Violence During Pregnancy: Information Sheets" (2011).</small></p>	<p>Signs and symptoms of strangulation/suffocation may include (not a comprehensive list):</p> <ul style="list-style-type: none">• Dizziness and/or confusion• Difficulty and/or changes in breathing and/or swallowing• Hoarse and/or raspy voice• Loss of memory• Headache, nausea, vomiting• Involuntary urination and/or defecation (not related to another medical condition)• Changes in mental status (e.g., restlessness, combativeness, mood swings, psychosis)• Changes in vision and/or hearing• Pain, soreness, stiffness (especially in the head, neck, and throat areas)• Physical injuries such as redness, scratches, bruising, ruptured capillaries, lip injuries• Droopy eyelids• Seizures• Loss of consciousness <p>Documentation</p> <p>Some injuries of strangulation/suffocation might not be immediately noticeable. Taking photographs of the injuries 24, 48, and 72 hours after the event is encouraged. Changes in your ability to work because of your injuries should be reported to your employer. If you currently do not have a doctor or medical insurance, [Agency] Victim Services may be able to assist you in locating community resources. Keep all treatment records (ambulance, hospital, doctor, pharmacy) and save all receipts and bills. Receipts and documentation may be important when applying for assistance through Crime Victims' Compensation, a program that may assist with out-of-pocket medical expenses that result from a crime.</p>	<p>Recognize that healing from a traumatic event takes time. Give yourself the time you need. Many different reactions are understandable. You may also find yourself reliving the incident, trying to find a different response or outcome. You may see these possibilities now that the immediate danger has passed, but do not forget the reality of what happened. During the strangulation/suffocation, you were powerless and in a state of fear. Always remember you are not to blame and that your actions were understandable given the potentially life-threatening circumstances of the strangulation/suffocation. Common reactions of victims of strangulation/suffocation are like those who survive other traumatic events and may include:</p> <ul style="list-style-type: none">• Shock• Panic• Anger• Helplessness• Intrusive thinking (mind wandering, flashbacks to the event, or sense of reliving the event)• Nightmares• Exaggerated startle response• Embarrassment• Sense of vulnerability• Sense of violation• Desire to seek revenge. <p>These responses will likely diminish with time. However, if reactions are especially long-lasting or troubling, you may need to consult with a counselor or helping professional for assistance.</p>

Agencies can use this link ([Strangulation/Suffocation Pamphlet](#)) to download this document.

TEMPLATE – Teens and Sexual 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.

Judicial System

This may be your first involvement with law enforcement or the judicial system. It is very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.

There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).

Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.

Who Can Help?

[Agency] Victim Services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.

Resources

Local Resources
[Insert state Crime Victims' Compensation information]
[Insert other relevant local resources]

National Resources
Victim Information and Notification Everyday (VINE)
1-877-284-8463
www.vinelink.com
Rape, Abuse, & Incest National Network (RAINN)
1-800-656-HOPE (4673)
www.rainn.org
Women's Law
www.womenslaw.org
The National Child Traumatic Stress Network
www.nctsn.org

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[Revision Date]

Teens and Sexual Assault

[Agency] Victim Services
[address]
[phone number]

[Insert Agency logo]

Name/ID Number: _____

Direct Number: _____

Sexual Assault

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.

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."¹ Rape can be committed by an acquaintance/non-stranger, stranger, spouse/partner, or multiple people at once.

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.

Consent is the permission given for something to happen. When discussing sexual assault, that "something" refers to a sexual act.

Age of Consent

Age of Consent for Sexual Activity
[List and describe the ages of consent in your jurisdiction]

Advocacy, Counseling, & Medical Treatment
At [list age], you can access:
[List state-specific services that are accessible to victims—see below for examples]

- Advocacy and counseling for physical or sexual abuse.
- Medical and psychiatric exams if abuse is suspected.
- Health care, including testing and treatment for sexually transmitted infections/diseases (such as HIV/AIDS) and pregnancy-related health care (excluding abortion).
- Contraceptives—including emergency contraceptives (which does not cause an abortion, instead it stops a pregnancy from starting).

16 years of age:

- Can refuse a sexual assault forensic exam (even when parents/guardians request one)

- Can consent or refuse medical care from a physician or mental health care provider without parental/guardian knowledge (if the minor is living independently).

Although you can consent to health care without parental/guardian knowledge as a minor, parents can still request medical/counseling records.

18 years of age:

- Can consent to all medical care from a physician and mental health care provider without parental/guardian knowledge or consent.
- Can seek an abortion.

What's Next?

If you've been sexually assaulted, remember that it's okay to have fears or worries about what will happen next. It's also okay to ask questions.

You may be asked to talk to many people after an assault. It's important to remember that your thoughts, feelings, and choices matter.

Some things you may want to focus on:

- **Identify a support system.**
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.
- **Address health concerns.**
Consider meeting with a medical professional. This may include a medical forensic exam—this exam is a place for you to ask questions about your health. It's also a process during which evidence of the assault is collected. You may also need additional follow-up medical appointments.
- **Prepare for the investigative process.**
This will involve talking with an investigator or someone who is specially trained in speaking with young people. It may be difficult to talk about what happened. Someone from [Agency] Victim Services can help answer your questions about the investigative process and what you can expect. It may also help to talk to a counselor or therapist during this process for added support.

- **Take care of yourself.**
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.

Safety Concerns

You can apply for a protection order to seek protection from the person who harmed you.² This application process can feel overwhelming and lengthy, so it is helpful to have someone with you if you apply for one.

[Describe jurisdiction-specific process]

Stay-away plans can also be put into place at school if you have safety concerns with anyone you go to class or activities with.

What if I Am Pregnant?

This is a natural concern after experiencing a sexual assault. If you are pregnant, it's important to know you have choices.

- Parents/guardians are responsible for you until you turn 18. This includes decisions related to your health, where you live, and your overall well-being.³
- If you are pregnant, you have a legal right to choose to parent your baby or make an adoption plan.⁴
- You can also choose to terminate a pregnancy with the consent of your parent/guardian (Make State Specific). If parent/guardian consent cannot be obtained at least 48 hours before the procedure, your decision to terminate a pregnancy will require a legal process called judicial bypass.⁵

Considering your options under these circumstances can be extremely difficult and feel overwhelming. It may be helpful to seek out additional support. [Agency] Victim Services can help connect you with resources that can help.

1, 2, 3, 4 [All agencies are encouraged to update this information based on their state statutes. Permitting of this template may need to be adjusted based upon the amount of jurisdiction-specific information included.]

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

TEMPLATE – Traffic Incidents and Vehicular Crimes 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.

Judicial System <p>This may be your first involvement with law enforcement or the judicial system. It's very common for people to expect what they have seen on television or movies to apply to their current circumstances. Unfortunately, these expectations are often unrealistic or a distorted snapshot of how things truly operate.</p> <p>There are laws and regulations in place aimed at protecting victims. For cases involving prosecution, court advocates may be available to provide information, education, and support that will help reduce your fears and uncertainties (e.g., discussing what to expect when you go to court).</p> <p>Education and information about how the judicial system works, your rights, and your role can help you navigate these processes.</p>	Who Can Help? <p>[Agency] Victim services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.</p>	Traffic Incidents & Vehicular Crimes <p>[Agency] Victim Services [address] [phone number]</p>
Benefits of Counseling <p>Some benefits to seeking counseling:</p> <ul style="list-style-type: none">• Coping skills and strategies can help you to continue daily activities and relationships.• Establishing a support network can help to decrease the negative physical, psychological, and emotional effects that often result from traumatic experiences.• In a confidential setting, you can discuss topics such as:<ul style="list-style-type: none">o Safety planning and options for the future.o The event and how it made you feel.o Legal and judicial decisions.	Resources <p>Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources]</p> <p>National Resources Victim Information and Notification Everyday (VINE) 1-877-894-6463 www.vinelink.com National Organization for Victim Assistance (NOVA) 800-579-6682 www.novavoice.org Mothers Against Drunk Driving (MADD) www.madd.org</p> <p><small>This publication was produced under [Insert Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this draft publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small></p> <p>[Revision Date]</p>	<p>[Insert Agency Logo]</p> <p>Name/ID Number:</p> <p>Direct Number:</p>

Auto Burglary and Theft <p>If your vehicle has been broken into, make a police report. Be sure to tell the officer/deputy taking the report exactly what property was taken out of your vehicle.</p> <p>Tips for reducing risk of future auto burglary are:</p> <ul style="list-style-type: none">• Place valuable items in the trunk, out of sight, or take them with you• Lock your doors• Do not leave your keys in your car• Keep your windows up• Have an alarm installed• Do not leave your car running while unattended (even in your own driveway or parking lot)• Do not leave a spare key in an obvious place• Always park in a public place that is well lit <p>If your car has been stolen, make a police report. You will need information about your car such as the make, model, color, year, license plate number, and Vehicle Identification Number (VIN) number (if you have it). After the police report is made, if the reported information indicates that the vehicle has been stolen, your vehicle information will be entered into state and national U.S. databases as stolen. Be sure to let your insurance company know if your vehicle has been stolen.</p>	Driving While Intoxicated/ Driving Under the Influence <p>DWI and DUI are very serious offenses that cause thousands of fatalities every year in the United States.</p> <p>[Insert your jurisdiction's penalties]</p> <p>First conviction [Insert your jurisdiction's penalty]</p> <p>Second conviction [Insert your jurisdiction's penalty]</p> <p>Third conviction [Insert your jurisdiction's penalty]</p> <p>Driving Under the Influence with Children in the Car Driving under the influence of drugs and/or alcohol is dangerous, but even more so when there are children in the car. This offense is even more serious when a child is in the car of a driver who is under the influence of alcohol and/or drugs.</p>	Hit-and-Run <p>Hit-and-run cases usually involve a driver hitting a pedestrian or another vehicle, and then leaving the scene. These collisions make up a substantial proportion of traffic fatalities and have a serious impact on the victims' lives. Hit-and-runs have severe legal consequences when the offender is found, including losing or having one's driver's license suspended and/or jail time. If you are the victim of a hit-and-run, call 911 to make a report as soon as possible.</p> <p>If you are injured and are unable to pay your medical bills, Crime Victims Compensation may be a resource to help cover those costs. Contact the Office of the Attorney General or the [Agency] Victim Services for more information.</p> Vehicular Crimes Resulting in Death or Injury <p>If charges are filed, the victim, surviving passengers, or the family of the victim may be eligible for Crime Victims Compensation to cover various expenses resulting from the incident. Contact the [Agency] Victim Services for more information.</p>
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Agencies can use this link ([Traffic Incidents and Vehicular Crimes Pamphlet](#)) to download this document.

TEMPLATE – Victim Services 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.

Crime Types Served [Insert list of crime types your agency's victim services can assist with/are tasked to serve]	Who Can Help? [Agency] Victim services can assist you with information regarding victims' rights, Crime Victim Compensation, case status, navigation of the criminal justice system, and referrals to the appropriate community resources or helping professionals or organizations according to your specific needs.	Victim Services [Agency] [address] [phone number] [Insert Agency logo]
Hours of Availability [Insert Victim Services hours of availability]	Resources Local Resources [Insert state Crime Victims' Compensation information] [Insert other relevant local resources] National Resources Victim Information and Notification Everyday (VINE) 1-877-894-8463 www.vinelink.com Victim Connect Resource Center 855-484-2846 www.victimconnect.org National Organization for Victim Assistance 800-879-6642 www.novusa.org <small>This publication was produced under [Grant Number] awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.</small> [Revision Date]	Name/ID Number: Direct Number:

What Are Victim Services? Within law enforcement agencies, victim services personnel are specifically trained in and tasked with serving victims, witnesses, survivors, and co-victims of crime. Victim services personnel are designated to provide crisis intervention, safety planning, assessment of needs, criminal justice support, community referrals and advocacy on behalf of those impacted by criminal events. ^{1,2} What Can Victim Services Do? <ul style="list-style-type: none">• Crisis Intervention—Victim services personnel can provide immediate and short-term response to mental, emotional, physical, and behavioral distress.• Safety Planning—Victim services personnel can help victims create safety plans to prepare for and access help when future victimization or crises occur, or to reduce the risk of harm.• Assessment of Needs—Victim services personnel can help victims identify what assistance or services victims may need in order to heal from their victimization.• Community Referrals—For those identified needs that victim services personnel cannot meet, they can provide referrals to local community organizations.• Criminal Justice Support—Victim services personnel can assist victims in navigating the multiple complex processes within the criminal justice system and understanding their rights.• Advocacy—Victim services personnel can actively support victims through direct services to individual victims, or through actions aimed at improving overall system responses and outcomes for all victims. <small>^{1,2} [All agencies should to edit text based on the services they provide.]</small>	Victims' Rights Information Victims' rights are laid out in language included in constitutions, laws, rules, and/or policies that vary by state, which define legal responsibilities related to victims of crime and which give victims independent, participatory status in the criminal justice system. [Review state constitution, statutes, and rules, and insert state-specific victims' rights information in laymen's terms] Crime Victim Compensation Crime Victim Compensation is a state-based reimbursement program for victims of crime. Every state and territory in the United States has a reimbursement program for victims of crime, but eligibility criteria and specific benefits are unique to each program. [Review state statutes and insert state-specific Crime Victim Compensation information, including benefit categories in laymen's terms]	Helpful Legal Terms to Know <ul style="list-style-type: none">• Suspect—a person who is thought to have committed a crime(s).• Charge—a formal legal accusation of criminal activity. A charge is determined when the conduct documented in a police report is believed to be a crime according to state law.• Defendant—a person formally accused of committing a crime. A suspect becomes a defendant in a court case after a charge is brought against them.• Victim—a person who experiences actual or threatened physical, emotional, or financial harm as a result of a crime.• Witness—a person who has personal knowledge of information or actions that are related to the incident being investigated.• Co-victim—a person who has lost a loved one to homicide, including family members, other relatives, and friends of the decedent.• Prosecutor—a lawyer who, on behalf of the state, conducts the court case against a defendant.• Conviction—occurs when a defendant is found guilty of charges brought against them in a criminal court.• Protection order—a document issued by a court and signed by a judge that directs one person to stop harming another person. Other terms commonly used for protection order include restraining order, order of protection, protection from abuse order, protective order, and injunction.
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Agencies can use this link ([Victim Services Pamphlet](#)) to download this document.



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