Law Enforcement-Based Victim Services –

Template Package V: Training
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This publication was developed by the International Association of Chiefs of Police (IACP) under 2018-V3-GX-K049, 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.

Revised July 2022
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. In 2018, to support the development of law enforcement-based victim services in the United States, to strengthen their capacity, and to support partnerships with community-based programs, the U.S. Department of Justice, Office for Victims of Crime (OVC) launched the Law Enforcement-Based Victim Services & Technical Assistance Program (LEV Program). Providing training and technical assistance for the LEV Program, the International Association of Chiefs of Police (IACP) aims to enhance the capacity of law enforcement-based victim services by providing guidance on promising practices, protocols, and policies to support victims’ access to their legal rights and the services and responses they need.

The IACP is committed to shaping the future of the police profession. Through timely research, programming, and unparalleled training opportunities, the IACP is preparing current and emerging police leaders—and the agencies and communities they serve—to succeed in addressing the most pressing issues, threats, and challenges of the day.

Prior Publications & Accompanying 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.

- **Establishing or Enhancing Law Enforcement-Based Victim Services—What Are the Key Considerations**? and the accompanying **Key Considerations Checklist** provide guidance to agencies establishing or enhancing services to victims. These publications include 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.

- **Establishing or Enhancing Law Enforcement-Based Victim Services – Advocacy Parameters** discusses the structure of law enforcement-based victim services, personnel supervision, and service delivery.

- **Establishing or Enhancing Law Enforcement-Based Victim Services – Documentation Standards** discusses victim services documentation location, content, access, and legal intersections.

- **Establishing or Enhancing Law Enforcement-Based Victim Services – Effective Partnerships** discusses the benefits of partnerships and encourages agencies to consider both internal and external partners to strengthen community response to victims.

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Revised July 2022
Establishing or Enhancing Law Enforcement-Based Victim Services — Using Technology to Communicate with Victims discusses considerations when using virtual technology to communicate with victims.

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

**Explanation of Templates**

All victim services personnel—supervisors, direct services staff, student interns, and volunteers—benefit from comprehensive, specialized training. Whether victim services staff are hired with significant advocacy experience or no relevant experience, agencies are encouraged to establish consistent training for all victim services personnel. Robust training establishes a strong foundation for the role of victim services and promotes consistency of practice.

Developing training requires a significant amount of time and specialty. The purpose of this publication is to provide core content for victim services training. Materials have been developed through a review of documents from existing law enforcement-based victim services programs. While all material has been vetted by subject matter experts, they do not provide state-, tribe-, or agency-specific information. Agencies should carefully review all material and update content to ensure information is consistent with agency, statutory, and constitutional requirements within local jurisdictions.

Most of the training material includes customization recommendations. These recommendations appear in brackets and are italicized (e.g., [Insert Agency logo]). Please follow these recommendations and remove the bracketed information before disseminating.

Accessibility should be considered when preparing and conducting training. Providing printed PowerPoint slides for the training modules to victim services staff is recommended. Relevant resources and information should be provided, as appropriate.

This is the fifth document of the Template Package series. The following template packages have been published —

- **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, scenarios, and documentation samples.
- **Template Package III: Student Interns & Volunteers** provides templates focused on recruiting, screening and selection, training, supervision, and other agency considerations for student interns and volunteers.
Law Enforcement-Based Victim Services – *Template Package V*

- **Template Package IV: Pamphlets** includes sample crime-specific and topic-specific informational pamphlets for agencies to customize and disseminate to victims of crime.

**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

- **Agency**– refers to the police department, sheriff’s office, tribal police or public safety department, campus police department, district attorney’s office, state attorney’s office, or other governmental criminal justice entity that is employing victim services personnel.

- **Crime Victim Compensation** – a state-based\(^2\) 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

- **Mandated Reporting** – obligations per state law about concerns of abuse, neglect, or exploitation of minors or older or vulnerable adults

- **Trauma-Informed** – an approach involving educating victims, service providers, and the general community about the impact of trauma on the health and well-being of victims; attending to victims’ emotional and physical safety; and using resources, services, and support to increase the ability of victims to recover.\(^3\) To fully develop a trauma-informed response, all disciplines must be involved in response efforts (dispatch, patrol, investigators, supervisors, nurses, advocates, prosecutors, legal services, victim services personnel, and others providing services to victims) and acknowledge the impact of historical, intergenerational, and personal trauma.

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\(^2\) There are currently two states, **Arizona** and **Colorado**, that administer victim compensation funds using a decentralized system.

\(^3\) National Institute of Justice (NIJ), *Notifying Sexual Assault Victims After Testing Evidence* (2016).
• **Victim-Centered** – an approach placing the victim at the center of all decisions regarding victim recovery and involvement with the criminal justice system, focusing on victim’s choice, safety, and well-being and how the needs of the victim are everyone’s concern⁴

• **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 system⁵

• **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
  
  o **Victim** is an individual who is an independent participant in the criminal case under federal or state victims’ rights laws, 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.

  o **Witness** is an individual who has personal knowledge of information or actions that are relative to the incident being investigated.

  o **Survivor** is often used interchangeably with “victim” when conveying context related to resilience and healing.

  o **Co-Victim** is an individual who has lost a loved one to homicide, including family members, other relatives, and friends of the decedent.

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⁴ NIJ, *Notifying Sexual Assault Victims after Testing Evidence*.


Revised July 2022
Templates
TEMPLATE – Trainer Manual

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

Agencies can use this link (Trainer Manual) to download this document.
Revised July 2022
TEMPLATE – Victim Services Personnel Training Plan

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this Victim Services Personnel Training Plan template 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.

<table>
<thead>
<tr>
<th>Victim Services Personnel Training Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each training module is designed to be accompanied with additional training components. The trainer is encouraged to identify agency policies and protocols that correspond with the module content before the training (recommendations for each module are provided below). OVC’s Victim Assistance Training (VAT) Online provides free foundational online-based training that can further supplement learning on these topics. After in-class training (module) and self-paced online learning (OVC VAT Online), in-person shadowing with colleagues is highly recommended to demonstrate these concepts in practice. A list of recommended peer and partner learning opportunities can be found on OVC's Victim Services Personnel Euroboarding Checklist.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Module 1: Victim Services Role</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Module 1: Victim Services Role</strong></td>
</tr>
<tr>
<td><em>This presentation includes case parameters, statutes, terminology, and agency practices.</em></td>
</tr>
<tr>
<td>Recommended time: 120 minutes</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Policies &amp; Protocols</th>
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</thead>
<tbody>
<tr>
<td><em>Agency history, mission, values</em></td>
</tr>
<tr>
<td><em>Victim Services History, Mission, Values</em></td>
</tr>
<tr>
<td><em>Victim Services Personnel Policy</em></td>
</tr>
<tr>
<td><em>Crisis Response Plans (victim services role)</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplemental Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVC VAT Online</td>
</tr>
<tr>
<td><em>Advocacy</em></td>
</tr>
<tr>
<td><em>Types of Victim Services</em></td>
</tr>
<tr>
<td><em>Peer &amp; Partner Learning Opportunities</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Module 2: Critical Needs of Victims</th>
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</thead>
<tbody>
<tr>
<td><strong>Module 2: Critical Needs of Victims</strong></td>
</tr>
<tr>
<td><em>This presentation includes critical needs of victims following victimization.</em></td>
</tr>
<tr>
<td>Recommended time: 45 minutes</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Policies &amp; Protocols</th>
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<table>
<thead>
<tr>
<th>Supplemental Learning</th>
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</thead>
<tbody>
<tr>
<td>OVC VAT Online</td>
</tr>
<tr>
<td><em>Assessing Victims' Needs</em></td>
</tr>
<tr>
<td><em>Trauma-Informed Care</em></td>
</tr>
<tr>
<td><em>Peer &amp; Partner Learning Opportunities</em></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Module 3: Criminal Justice Systems</th>
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</thead>
<tbody>
<tr>
<td><strong>Module 3: Criminal Justice Systems</strong></td>
</tr>
<tr>
<td><em>This presentation includes overview of the criminal justice systems, classification structure of crimes, investigation and court processes, and victim services personnel role.</em></td>
</tr>
<tr>
<td>Recommended time: 120 minutes</td>
</tr>
</tbody>
</table>

Victim Services Personnel Training Plan, [revision date]

Agencies can use this link ([Victim Services Personnel Training Plan](#)) to download this document.

Revised July 2022
TEMPLATE – Victim Services Personnel Peer/Partner Learning Opportunity Feedback

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this Victim Services Personnel Peer/Partner Learning Opportunity Feedback template 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.

### Victim Services Personnel Peer/Partner Learning Opportunity Feedback

<table>
<thead>
<tr>
<th>New Staff Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First &amp; Last Name:</td>
</tr>
<tr>
<td>Position:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evaluator Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency:</td>
</tr>
<tr>
<td>Title:</td>
</tr>
</tbody>
</table>

**Activities/Processes Observed:**

**Victim Services Personnel Conduct**

- **Arrived on time:** □ Yes □ No
- **Dressed appropriately:** □ Yes □ No
  - If no, explain:
  
- **Followed instructions:** □ Yes □ No
  - If no, explain:
  
- **Communicated professionally and appropriately with you and others:** □ Yes □ No
  - If no, explain:
  
- **Reacted appropriately to crisis circumstances (if applicable):** □ Yes □ No
  - If no, explain:
  
- **Actively engaged with you and others (as appropriate):** □ Yes □ No
  - If no, explain:
  
- **Demonstrated active listening skills (as appropriate):** □ Yes □ No
  - If no, explain:

<table>
<thead>
<tr>
<th>Comments</th>
<th>Return completed form to</th>
</tr>
</thead>
</table>

[Insert name/address/email address]

Agencies can use this link ([Victim Services Personnel Peer/Partner Learning Opportunity Feedback](#)) to download this document.

Revised July 2022
**TEMPLATE – Victim Services Personnel Training Evaluation**

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this Victim Services Personnel Training Evaluation template 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.

<table>
<thead>
<tr>
<th>Victim Services Personnel Training Evaluation</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete this evaluation at the conclusion of the training.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall, I was satisfied with the training.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The information presented at the training is relevant to my job.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>My knowledge on the training subject has increased.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I feel comfortable using the information presented at the training.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I plan to implement what I have learned in my job. Comments:</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Agencies can use this link ([Victim Services Personnel Training Evaluation](#)) to download this document.

Revised July 2022
TEMPLATE – Activity Workbook: Scenario I – Death Investigation

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

Agencies can use this link (Activity Workbook: Scenario I – Death Investigation) to download this document.

Revised July 2022
TEMPLATE – Activity Workbook: Scenario II – Aggravated Assault

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

Agencies can use this link (Activity Workbook: Scenario II – Aggravated Assault) to download this document.

Revised July 2022
TEMPLATE – Activity Workbook: Scenario III – Intimate Partner Violence

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

Agencies can use this link (Activity Workbook: Scenario III – Intimate Partner Violence) to download this document.

Revised July 2022
TEMPLATE – Activity Workbook: Scenario IV – Child Abuse

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

Agencies can use this link (Activity Workbook: Scenario IV – Child Abuse) to download this document.

Revised July 2022
TEMPLATE – Activity Workbook: Scenario V – Elder Abuse

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

Agencies can use this link (Activity Workbook: Scenario V – Elder Abuse) to download this document.

Revised July 2022
TEMPLATE – Module 1: Victim Services Role

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

Agencies can use this link (Module 1: Victim Services Role) to download this document.

Revised July 2022
TEMPLATE – Module 2: Critical Needs of Victims

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this training module template 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.

Critical Needs of Victims

Agencies can use this link (Module 2: Critical Needs of Victims) to download this document.
Revised July 2022
TEMPLATE – Module 3: Criminal Justice System

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

Agencies can use this link (Module 3: Criminal Justice System) to download this document.

Revised July 2022
TEMPLATE – Module 4: Ethics in Victim Services

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

Agencies can use this link (Module 4: Ethics in Victim Services) to download this document.

Revised July 2022
TEMPLATE – Module 5: Crisis Intervention with Victims

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

Agencies can use this link (Module 5: Crisis Intervention with Victims) to download this document.

Revised July 2022
TEMPLATE – Module 6: Field Response for Victim Services

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

Agencies can use this link (Module 6: Field Response for Victim Services) to download this document.
Revised July 2022
Law Enforcement-Based Victim Services – Template Package V


Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this Sworn Personnel Guide: Roles & Responsibilities of [Agency] Victim Services in Field Response template to fit your agency in terms of format, language, and intent. Agency personnel, including legal counsel and human resources staff, should review this template to ensure information is consistent with local jurisdiction requirements.

Agencies can use this link (Sworn Personnel Guide: Roles & Responsibilities of [Agency] Victim Services in Field Response) to download this document.

Revised July 2022
TEMPLATE – Module 7: Safety Planning with Victims

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

Agencies can use this link (Module 7: Safety Planning with Victims) to download this document.

Revised July 2022
 TemplatE – Module 8: Crime Victim Compensation

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

Agencies can use this link (Module 8: Crime Victim Compensation) to download this document.

Revised July 2022
TEMPLATE – Module 9: Resources & Referrals for Victims

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

Agencies can use this link [Module 9: Resources & Referrals for Victims](Module 9: Resources & Referrals for Victims) to download this document.

Revised July 2022
TEMPLATE – Supportive Handoff Guidelines

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

Agencies can use this link (Supportive Handoff Guidelines) to download this document.

Revised July 2022
TEMPLATE – Module 10: Victim Services Actions

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

Agencies can use this link [Module 10: Victim Services Actions](#) to download this document.

Revised July 2022
TEMPLATE – Module 11: Documentation in Victim Services

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this training module template 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.
TEMPLATE – Module 12: Professional Wellness in Victim Services

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

Agencies can use this link (Module 12: Professional Wellness in Victim Services) to download this document.

Revised July 2022
TEMPLATE – Boundaries in Victim Services

Templates in this series provide sample language and content to help assess, develop, and refine professional victim service standards. You should customize this Boundaries in Victim Services template 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.

**Boundaries in Victim Services**

Professional Boundaries are limits that reinforce assigned responsibilities and protect those served from exploitation. They help us maintain professional objectivity, protect privacy (ours and others’), and help reduce ethical dilemmas.

When performing your assigned responsibilities, you represent yourself, fellow victim services personnel, your employing agency, and the field of victim services. Follow the policies and practices of the agency and those identified as best practices in the field.

Most people express a desire to help others as one of the reasons for entering the victim services field. However, there is more to being a helper than simply wanting to help. We must be able to separate ourselves from the pain and trauma of those we serve yet remain compassionate and engaged. If we fail to set boundaries, we run the risk of causing the victim further harm.

Effective training and professionalism can help prevent unintentional harm.

**Victims, Witnesses, Survivors, and Co-victims**

- Properly identify yourself and explain your role—this includes mandated reporting and parameters of confidentiality and privilege.
- Maintain a professional relationship with those you serve:
  - No social, business, friendship, dating, or sexual relationship with any persons involved in reported incidents (victims, witnesses, survivors, co-victims, family members, friends, offenders)
  - Don’t provide your personal information (address, phone numbers, social media)
- To support empowerment and sense of control, act on behalf of those you serve only with their permission and when they are unable to act independently. Failure to do so can—
  - Create dependence and helplessness
  - Reinforce a message that they are not capable

**Family, Friends, and Acquaintances**

- Limit the information you share about your work and those you serve:
  - If it’s not your story to tell, don’t tell it.
  - Share your feelings and reactions as a way to process events and self-reflect.
  - Never discuss names, addresses, locations, or descriptions of the circumstances that might identify those you serve or specific incidents.
- Consistently manage exposure to vicarious trauma. Failure to do so can—
  - Impact our relationships with family, friends, and acquaintances
  - Lead to compassion fatigue and burnout

Agencies can use this link ([Boundaries in Victim Services](#)) to download this document.