

**CRIMINAL
JUSTICE
PROFESSIONALS**



DO'S

- LISTEN, LISTEN, LISTEN
 - Be interested; take notes; ask questions
- EXPLAIN YOUR ROLE IN THE SYSTEM
- EXPLAIN SPECIFICALLY WHAT YOU WILL NEED FROM THE VICTIM
- ENCOURAGE THEIR PARTICIPATION
- BE COURTEOUS AND RESPECTFUL
- HOLD REGULAR CASE MEETINGS TO DECOMPRESS AND AVOID BURNOUT

DO'S CONT.

➤ BE WILLING TO REPEAT YOURSELF

- The nature of being a crime victim and the associated trauma requires you to repeat yourself

➤ DISCARD YOUR JUDGMENTS

- You are not in their shoes and don't know how they feel

➤ BE AVAILABLE

- Make an appointment to meet with the victim and keep it; Provide a realistic time (72 hours) that you will call them back

DO'S CONT.

- ENCOURAGE VICTIM SENSITIVITY TRAINING
- TAP INTO COMPASSION
- PROVIDE VICTIM WITH OPTIONS
 - Order of Restitution
 - Victim compensation program
 - Counseling
 - Office of the Victim Advocate

DON'T'S

- SAY, “I KNOW HOW YOU FEEL,” UNLESS YOU REALLY DO
- ASK THE VICTIM WHAT THEY WANT TO HAPPEN
- TELL A VICTIM THAT THEIR CASE IS NOT A SERIOUS MATTER
- EXPECT THEM TO UNDERSTAND YOUR LANGUAGE
- TELL THE VICTIM TO “GET OVER IT” OR THEY NEED TO MOVE ON

DON'T'S CONT.

- TELL THEM THAT YOU DON'T WORK FOR THEM
 - Explain your role and answer their questions
- TELL THEM HOW MANY CASES YOU HAVE OR HOW BACK LOGGED YOU ARE
- MAKE PROMISES
- BE IN A RUSH OR AVOID THE VICTIM
 - They know you are busy; breathe
- TELL A VICTIM YOU CANNOT SPEAK TO THEM BECAUSE THEY HAVE AN ATTORNEY

VICTIMS OF CRIME



DO'S

- PROVIDE RELIABLE CONTACT INFORMATION
 - Update the information as needed
- PROVIDE REQUESTS IN WRITING
- BRING A FRIEND TO TAKE NOTES
- ASK QUESTIONS
- BE RESPECTFUL
- LISTEN, LISTEN, LISTEN

DON'T'S

➤ WAIT TO BE CONTACTED

- Keep in touch with the police department so you are aware of the arrest

➤ EXPECT THEM TO KNOW HOW YOU FEEL

