

Georgetown Police Department: Victim Services Policies and Procedures



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GEORGETOWN POLICE: VICTIM SERVICES DEPARTMENT

Policies and Procedures Manual

Mission Statement

To ensure crime victims and their families receive: accurate information about criminal cases and investigations, appropriate referrals to community resources, safety planning, information about the criminal justice system, and emotional support. Victim Advocates understand the impact of trauma on the emotional, physical, financial, social, spiritual, and psychological well-being of victims and family members. Advocates work hard to understand the needs /wants of victims to encourage healing.

Victim Advocates will provide a safe, supportive environment for victims to process what has happened and decide for themselves how to best move forward. A variety of options can be explored, and victims will decide the best course of action. Should a victim choose to report a crime, Advocates can assist throughout all stages of this process. Should a victim choose not to report, Advocates will provide information for services, referrals, and support in the community.

Program Participants

The Victim Services Department works with victims, family members, and/or witnesses of both reported and non-reported crimes. A special emphasis is put upon victims of serious crime including sexual assault, intimate partner violence, and youth abuse or neglect. Advocates work with victims who report crimes to the Police Department, are referred by community members or agencies, or self-refer. We work closely with a number of local agencies, institutions, and programs to ensure victims have effective and necessary resources for all parts of their lives that may have been impacted by crime (*Appendix A*).

Victim Advocates may be asked by law enforcement to respond following deaths in the community. Referrals, support, and information can be provided following accidental deaths, suicide deaths, overdose deaths, and homicide.

Victim Advocates may respond on-scene to provide immediate crisis intervention to survivors. Advocates review all petitions for domestic violence protection orders taken through the police department. Advocates will attempt to contact victims to offer safety planning and other assistance within 72 hours of a petition being filed. Advocates are also assigned cases by law enforcement supervisors. Victims and/or family members can walk in to, or call, the police department and request assistance through the Victim Services department. Advocates review Justice Cabinet Form 3 (JC-3) reports and attempt to reach out to victims within 72 hours should there be advocacy needs.

Victim Advocates may provide over the phone assistance exclusively in less complicated situations involving less serious crime. In such situations, Advocates will not be required to complete victim paperwork related to Rights and Responsibilities, Grievance Procedures, Confidentiality, and Mandatory Reporting. Examples include, but are not limited to, contacting a

victim and: providing a case number, providing the name of law enforcement personnel who took the call, or the victim reporting no need / want for victim services. When services are phone-based only, Advocates can refer that person to the Georgetown Police Department website for policy and procedure information.

Types of Services Provided

Victim needs are individual and based upon the unique circumstances involved in each situation. However, the following lists include standard services Advocates may offer. If needed, additional assistance and services will be provided to ensure the safety and well-being of all victims.

- Information:
 - Status updates regarding criminal investigations and court proceedings
 - Explanations of the investigative process
 - Ensure victims know who the law enforcement personnel involved are
 - Explanations of specialized forensic procedures
 - interviews at the Children’s Advocacy Center
 - SANE exams
 - Information about criminal justice processes
 - types of conditions that can be requested for protection orders
 - differences between criminal, family, and DV court
 - contact information for prosecuting attorneys
 - Information regarding Victim Rights
 - KY Bill of Rights Handbook (hard copy or website link)
 - link to Office of Attorney General, Victims Advocacy website
 - provide Victim Notification Form (*Appendix C*)
 - Victims Compensation Fund Application information
 - Explanations of VINE and KOOL services
- Resources:
 - Referrals and support for specialized care
 - SANE exams
 - Emergency medical treatment
 - Regional sexual assault services
 - Regional intimate partner violence services
 - Trauma-informed counseling services
 - Referrals for legal assistance
 - Referrals for community agencies addressing housing, food, and other basic needs
- Assistance:
 - On-scene or department-based crisis intervention
 - Active safety planning
 - Request extra patrol
 - Assistance obtaining protection orders
 - Provide home safety equipment as budget allows (*Appendix B*)
 - Complete individualized written plans based on individual circumstances
 - Access sheltered housing if needed

- Provide transportation to court, community agencies, etc.
- Mediate with landlords, academic institutes, or employers
- Assist with completion and submission of Victims Compensation Fund Application
- Facilitate communication with attorneys, court personnel, and law enforcement
- Assist with formulating restitution amounts
- Assist with Victim Impact statements
- Provide options should a protection order be violated or intimidation towards a victim occur
- Support
 - Accompany victims to emergency medical treatment and/or forensic exams
 - Accompany victims during law enforcement interviews
 - Accompany victims and family to court proceedings
 - Accompany victims and family to meetings with prosecutors
 - Accompany victims to Title 9 hearings

Victim Advocates are not law enforcement personnel or lawyers. Advocates **will not** provide legal advice or promise specific outcomes of investigations, court decisions, or trials. Advocates **do not** provide counseling or therapy. Advocates will adhere to their roles and make referrals to other professionals for specialized needs.

Victim Advocates will follow all Georgetown Police Department policies and procedures related to documentation, record release, and providing information and/or reports. Advocates will work in ways so as not to jeopardize ongoing criminal investigations while providing optimal support to victims.

Guidelines for Answering Call Outs

- Patrol and/or Criminal Investigation Section (CIS) Detectives will determine whether or not an Advocate is needed on-scene
- Dispatch can be used to contact the on-call Advocate by work cell phone
- On-call Advocates will mobilize and respond as quickly as possible to all call outs except when already engaged with a victim, family member, ANGEL participant, or community partner.
- Victim Advocates will not engage with individuals under the influence of substances and/or alcohol without an officer present
- Victim Advocates will not engage with individuals if weapons are known to be present without an officer present
- Victim Advocates will not transport any individual under the influence of substances and/or alcohol
- Victim Advocates will not transport any individual who poses a risk of violence
- Victim Advocates will not transport children following an arrest or for protective custody
- Victim Advocates will only transport children when accompanied by a parent and when that child has been identified as a victim

Non-Discrimination Policy

It is the policy of the Victim Services Department that all victims will be treated with dignity, respect, and with the understanding that they have experienced a traumatic, potentially life-altering experience.

It is the policy of the Victim Services Department that no person shall on the grounds of race, color, religion, gender, national origin, age, familial status, sexual orientation, sexual identity, disability, political affiliation, veteran status, or socio-economic status be discriminated against or denied services by the Victim Services Department. Victim Advocates and Volunteers are expected to foster equal opportunity for services to anyone requesting assistance. This includes:

- Reasonable accommodations to eliminate any barriers for victims
- Consistent delivery of services across individuals
- Consistent perspective-taking and active listening related to individual needs/requests
- Consistent intention to avoid stereotypes
- Consistent intention to avoid imposing personal values or views on others

Advocates should provide, review, and sign the Victim Notification Form (*Appendix C*) to those victims they meet with in person. This informs victims of our mission (including non-discrimination values), victim rights/responsibilities, the grievance process, mandatory reporting obligations. This form should be mailed and/or emailed to victims that Advocates work with exclusively over the phone.

Violation of the Non-Discrimination policy will result in immediate plans of correction guided and enforced through the Criminal Investigation Section Chain of Command at the Police Department. Repeated violation of this policy could result in termination of employment or volunteer opportunities within the Victim Services Department.

Reasonable Accommodations

It is the policy of the Victim Services Department that Victim Advocates and Volunteers ensure accommodations are made to serve all individuals seeking assistance. It is staff responsibility to ensure safety, effective communication, and accessibility. Examples of reasonable accommodations include, but are not limited to:

- The use of *Voiance* interpreter services for participants with limited English proficiency. *Voiance* interpreters can be accessed from any phone at any time. This service provides interpretation for 260 different languages. To access *Voiance* phone services, staff should complete the following steps:
 - Call 1-866-998-0338 from any phone
 - Enter the police department's account number: 28631
 - Enter the police department's pin number: 7820
 - Pick the language needed
 - Discuss, generally, with the interpreter the purpose of the call and provide the victim's phone number.
 - The interpreter will then place the call and assist with the conversation.

- Video interpreting through *Voiance* can also be accessed on automated devices as needed. See Appendices N & O for instruction).
- The use of *Voiance* to access American Sign Language interpreters for individuals with hearing impairments. Virtual sessions can be arranged through any screen devices (see Appendices N & O for instruction).
- Collaborate with bilingual community partners (i.e., advocates from the local domestic violence program, rape crisis center and The Nest) on an as needed basis.
- Provide off-site meeting locations for victims who may not be able to travel given lack of income, lack of transportation, or physical limitations.
- Encourage parents to bring their children in for meetings when victims cannot afford childcare.

Confidentiality of Services

It is the policy of Victim Services that no information will be shared or made public without victim permission except as required by law (see Mandatory Reporting section below). Written permission to share information will be obtained if Advocates meet with victims in person. This written permission may be obtained later than the first meeting should Advocates determine the victim is too traumatized to fully focus and/or retain information about confidentiality. Examples of such situations include, but are not limited to, providing support immediately following a serious physical or sexual assault, on-scene responses following a death in the family, and responding to a group of victims following a community-based crime.

Advocates should review and sign an Exchange of Information Form with victims as soon as possible (*Appendix E*) if information will be shared and/or released.

Verbal permission will be given, and then documented in case notes, when Advocates work with victims exclusively over the phone and there is a need to share information with others to coordinate services and/or ensure.

Mandatory Reporting

Kentucky law requires that victims of known, or suspected, intimate partner violence be provided education regarding support services available to them. Victim Advocates at the Police Department are available to provide this education and coordinate different options to assist. However, victims seeking assistance should understand limits on confidentiality related to mandatory reporting.

It is the policy of the Victim Services Department that any staff (paid or volunteer) will report any and all suspected child abuse, dependency, or neglect to Child Protective Services (CPS) 1-877-597-2331 according to KRS 620. Staff will also report any and all suspected abuse, neglect, or financial exploitation of adults who have a physical or mental disability and are unable to protect themselves to Adult Protective Services (APS) 1-877-597-2331 according to KRS 209.

It is the policy of the Victim Services Department that any staff (paid or volunteer) will also consult with law enforcement personnel, as needed, regarding any known or suspected child or vulnerable adult abuse.

It is the policy of the Victim Services Department to ensure the safety of participants, volunteers, and community members. In the event that an individual poses a risk to her/himself, makes an actual threat of violence against a reasonably identifiable person, or makes a threat of a specific violent act: Victim Services Supervisors will assess whether the disclosure of such information is appropriate and necessary. If appropriate and necessary, information directly pertinent to the threatening situation may be disclosed to: a) Licensed medical or mental health personnel or facilities; b) Law enforcement personnel; and c) Identified intended victim.

Advocates should review the Victim Notification Form (*Appendix C*) with those victims they meet with in person to ensure mandatory reporting obligations are understood. This form should be emailed and/or mailed to victims that Advocates work with exclusively over the phone.

Victim Grievance Policy and Procedures

It is the policy of The Georgetown Police Department (GPD) that all victims have the means to file complaints and reach a resolution. The conditions for expressing a grievance are defined as dissatisfaction with decisions concerning the actions and/or services provided by Victim Advocates.

Victims have the right to file a complaint or grievance without interference or fear of retaliation. All GPD staff members are to be attentive and respectful to any grievance submitted by a victim. Staff are prohibited from discouraging, intimidating, or seeking retribution against those who seek to exercise their rights, file a complaint, or voice a grievance.

Victims have the right to timely notification of the resolution and receive an explanation of any further appeal, rights, or recourse. Victims have the right to at least one level of review, that does not involve the Advocate about whom the complaint has been made, or the person who made the decision under review.

- Terms
 - Victims: Individuals and families that use, receive, or benefit from the programs and services provided by the Victim Services Department. Victims can include adults, youth and legal guardians.
 - Complaint: For victims, a complaint is a verbal expression of dissatisfaction with, including, but not limited to components of service delivery, manner of personal treatment or experiences within the Victim Services Department.
 - Grievance: For victims, grievances are formal expressions of dissatisfaction or discomfort that can include, but is not limited to service delivery, manner of personal treatment, or experiences. All complaints received in writing, including email, are considered formal grievances. If a victim does not wish, or is unable, to submit a written expression of concern, he or she may request the formal grievance be documented by the staff person receiving the verbal report.

- General Procedures:
 - Notifying Victims of the Grievance Policy
 - Notices informing all victims of their right to make a complaint or grievance are posted in obvious locations at the GPD.
 - At initial face to face non-emergency meetings with Victim Advocates, all victims will be given the Victim Notification Form (*Appendix C*) outlining their rights to file a complaint. The victim and Advocate will review and sign the form.
 - At initial face to face emergency meetings with Victim Advocates (i.e., at the hospital during a SANE exam, at the hospital following an assault resulting in serious injury, on scene following a death) the Victim Notification Form may not be reviewed given the circumstances of the emergency. Advocates will review the policy at a later date.
 - When Advocates serve a large group of victims simultaneously (i.e. Domestic Violence court meetings, response to a crime involving multiple victims), a Victim Notification Form will be made available. Advocates will encourage victims to follow up with advocates or visit the GPD website with any further questions.
 - For victims who are contacted by phone and may never meet face to face with Victim Advocates, an attempt to email the Victim Notification Form (*Appendix C*) should be made and documented by Advocates.
- Action Steps in the Grievance Process
 - Typically, the first step to resolving any victim concern or complaint should be to seek informal resolution within the Victim Services Department when a problem arises. This process may begin with the victim's assigned Victim Advocate or with her/his direct supervisor, the Sergeant of the Criminal Investigations Section. If a satisfactory resolution is not achieved at this level, GPD personnel should inform the victim of her/his right to submit a formal grievance.
 - Informal efforts to resolve complaints and grievances should be documented and kept in the program grievance binder.
 - If informal efforts to resolve the issue are ineffective, Victims should be given a Victim Grievance Long Form (*Appendix D*) and a copy of this policy and procedure manual. GPD staff will review the procedure and clarify any issues for the victim. GPD will acknowledge and document the receipt of all formal grievances.
 - Formal grievances should be submitted to the CIS Chain of Command.
 - The receiving officer should interview the victim to discuss his/her concerns. Written documentation of the grievance will be kept. This information will be submitted to the GPD Administration Officials for review and/or consultation within seventy-two hours of the receipt of the complaint.
 - The validity of the grievance will be determined within fourteen business days, and the outcome conveyed to the victim within twenty-four hours of the decision.

- At this point in time if the victim remains dissatisfied with the outcome, she or he may appeal to the Chief of Police. Such appeals will be determined within seven business days.
- Copies of all correspondence regarding the grievance will be submitted to the Chief of Police as documentation of the resolution of the complaint.
- Should a victim still not be satisfied she/he will be provided the following contact information for the KY Justice and Public Safety Cabinet, Grants Management Branch Division so that a complaint can be filed with this agency:
 - 125 Holmes Street
Frankfort, Kentucky 40601
Telephone: (502) 564-3251
Fax: (502) 564-5244
email: AskGMB@ky.gov

Volunteer Policy

Victim Advocates encourage community members to increase their awareness of victimization issues and embrace efforts to help others. There are opportunities to volunteer within the Victim Services Department to indirectly and directly provide assistance.

Community members interested in volunteering should be given a Volunteer Criteria-Description form (Appendix F) which includes the following information:

- REQUIREMENTS:
 - At least 18 years old
 - Valid driver's license
 - Submit to a local background check
 - Complete initial training module and attend follow up trainings
****if the individual volunteers on an ongoing basis- 3 hours of training per quarter required***
 - Understand Non-Discrimination Policy
 - Understand Grievance Policy
 - Understand Roles and Boundaries
 - Reliable contact information (phone and email)
 - Ability to provide reliable schedule of availability
 - Fill out and sign required Volunteer paperwork
 - Agree to confidentiality responsibilities, liability waiver, and background check
- PRIMARY RESPONSIBILITIES:
 - Listen and engage with victims respectfully
 - Ensure appropriate boundaries during interactions
 - Work collaboratively with law enforcement personnel
 - Assist with administrative/clerical needs of the program
 - Assist with locating and coordinating referrals for housing, food, financial, and other basic needs
 - Assist with community event planning, organization, and implementation

- Assist with community networking and partnership-building
- Assist with identifying new resources for victims (e.g. mental health, housing, employment, legal)
- Accompany victims to community appointments and/or meetings
- Supervisors: Victim Advocates, CIS Chain of Command
- Work site: Georgetown Police Department Headquarters and off-site locations
- Qualifications:
 - Reliable
 - Non-judgmental and compassionate
 - Flexibility
 - Ability to stay calm under pressure or in stressful situations
 - Willingness to assist in additional tasks as needed

Any individuals interested in volunteering must complete and submit a Volunteer Application (*Appendix G*), Volunteer Confidentiality Agreement (*Appendix H*), Volunteer Liability Waiver Form (*Appendix I*), and a Rights and Responsibilities Form (*Appendix J*). Once the paperwork and background checks are completed, Volunteers will be required to attend the initial Volunteer Training before meeting with any victims. If an individual intends to volunteer on an ongoing basis, 3 hours of training will be required per quarter.

Victim Services staff will ensure documentation of training hours are completely consistently on a Volunteer Training Form (*Appendix K*). Training can be from within the Police Department/Victim Services Department or from outside agencies with approval of Advocates. Volunteers will accurately document the time they spend volunteering and the tasks they complete on a Volunteer Time Sheet (*Appendix L*). It is the responsibility of Victim Advocates to ensure all volunteer documentation and paperwork is well-organized and kept confidential.

Distracted Driver Policy

It is the policy of the Victim Services Department that all staff (paid or volunteer) agree to follow the Distracted Driver Policy (*Appendix M*). Safe driving must be a priority to ensure the well-being of staff, volunteers, victims, and the general public. Advocates and Volunteers must sign the policy form before using GPD vehicles or conducting Victim Services business in personal vehicles during volunteer hours.

Appendix A: Georgetown Police Department Victim Services

LOCAL COMMUNITY PARTNERS

<p><u>Elizabeth’s Village</u> 207 S. Hamilton St., Georgetown, KY 502-863-0800</p>	<p><u>Ampersand: Sexual Violence Resource Center</u> Business line: 502-863-7350, Support line: 859-253-2511 or 1-800-656-4673</p>
<p><u>Greenhouse 17:</u> 1-800-544-2022</p>	<p><u>Children’s Advocacy Center:</u> 162 North Ashland Ave, Lexington, KY. 40502 859-225-5437</p>
<p><u>Amen House</u> 319 E Main St, Georgetown, KY (502) 863-5305</p>	<p><u>Wedco Health Department</u> 300 East Washington Street, Georgetown, KY. 502-863-3971</p>
<p><u>The Gathering Place</u> 346 Bourbon Street, Georgetown, KY. 502.570.4711</p>	<p><u>Legal Aide of the Bluegrass</u> Intake: 859-431-8200 DV Intake: 859-253-8620</p>
<p><u>G-tran:</u> 1-800-456-6588.</p>	<p><u>Transform Scott County</u> 701 Slone Drive, Suite 3, Georgetown 502-642-0982</p>
<p><u>Scott County Attorney’s Office</u> 119 North Hamilton St., Georgetown, KY. 502-863-7870</p>	<p><u>Commonwealth Attorney’s Office</u> 187 South Main Street, Versailles, KY 40383 Phone: (859) 873-4797</p>

STATE & NATIONAL RESOURCES

<p><u>KY. Attorney General’s Office</u> 700 Capital Avenue, Suite 118, Frankfort, KY 40601 502-696-5300 https://ag.ky.gov/Priorities/Justice-for-Crime-Victims</p>	<p><u>KY Association of Sexual Assault Programs</u> 83-C Michael Davenport Boulevard, Frankfort, KY 40604 502- 226-2704 https://www.kasap.org/</p>
<p><u>KY Coalition Against Domestic Violence</u> 111 Darby Shire Circle, Frankfort, Ky 40601 USA 502.209.5382 https://kcadv.org/</p>	<p><u>Rape, Abuse & Incest National Network (RAINN)</u> 1-800-656-4673 https://rainn.org/</p>
<p><u>KY VINE</u> 1-800-511-1670 https://www.vinelink.com/#/home</p>	<p><u>National Resource Center on Domestic Violence</u> 1-800799-7233 https://nrcdv.org/</p>

Appendix B: Georgetown Police Department Victim Services
Electronics Disclosure Form

Name: _____

Address: _____

Phone: _____

I, _____, understand and acknowledge that in accepting the window sensors, camera, and/or cellular device from Georgetown Police Department Victim Services, the Georgetown Police Department and the City of Georgetown take no responsibility for monitoring the equipment or providing for a monitoring/cellular service plan. The use of the device or devices is for my safety and personal use only.

In consideration of being granted this device or devices, I release from liability and waive my right to sue The City of Georgetown, its employees, officers, volunteers and agents (collectively the "City") from any and all claims, including claims of the City's negligence, resulting in any physical injury, illness (including death) or economic loss I may suffer or which may result from my use of the device.

I understand that this device or devices are being provided free of charge by the Victim Services department.

Victim Signature/Date

Police Department Staff Signature/Date

Appendix C: Georgetown Police Department Victim Services
VICTIM NOTIFICATION FORM

The following information summarizes important policies of the Georgetown Police Department's Victim Services Department. If you have questions or want more information please contact: becky.rhodes@georgetownpolice.org, victor.desoto@georgetownpolice.org or lyndsay.deaver@georgetownpolice.org A more detailed explanation can be found at: <https://www.georgetownky.gov/2241/Victims-Advocate>

Mission: To ensure crime victims and their families receive: accurate information about criminal cases, appropriate referrals to community resources, safety planning, information about the criminal justice system, and emotional support. Victim Advocates understand the impact of trauma on the emotional, physical, financial, and psychological well-being of victims and family members. Advocates work hard to understand the needs /wants of victims to encourage healing.

Who We Serve: The Victim Services Department works with victims, family members, and/or witnesses of both reported and non-reported crimes. A special emphasis is put upon victims of serious crime including sexual assault, intimate partner violence, and youth abuse or neglect. Advocates work with victims who: report crimes to the police department, are referred by community members or agencies, or self-refer. We work closely with a number of local agencies, institutions, and programs to ensure victims have effective and necessary resources for all parts of their lives that may have been impacted by crime.

Victim Advocates may be asked by law enforcement to respond following deaths in the community. Referrals, support, and information can be provided following suicide deaths, overdose deaths, and homicide. Advocates can provide information related to local services following the death of a loved one.

How We Serve: Victim Advocates may respond on-scene to provide immediate crisis intervention to survivors depending on the circumstances of the situation. Advocates review all petitions for domestic violence protection orders and attempt to contact victims to offer safety planning and other assistance. We can accompany victims when they petition for protection orders, meet with officers, meet with prosecuting attorneys, attend court hearings, or seek emergency medical assistance. Victim Advocates are also assigned cases by law enforcement supervisors and work with victims as needed.

Victims are provided a safe, supportive environment to process what has happened and decide for themselves how to best move forward. Options can be discussed and explored, and victims will decide the best course of action. Should a victim choose to report a crime, Advocates can assist throughout all stages of this process. Should a victim choose not to report, Advocates will provide information for specialized services, referrals to other providers, and support.

Where We Serve: Victim Advocates have private offices at the Georgetown Police Department, 550 Bourbon Street, where victims and family members can meet to discuss their needs. Advocates can also meet victims off-site at community agencies or public locations if victims feel more comfortable meeting in such settings. Advocates may accompany law enforcement personnel on- crime scenes and/or to homes as well.

If you or someone you know does not feel safe at home, or has been impacted by a crime, please call our office Monday-Friday, 8am- 4pm and ask to speak to an Advocate. Our number is 502-863-7826. If you have an emergency, please call 911. Translation services are available as needed.

Confidentiality of Services: No information will be shared or made public without victim permission except as required by law (see Mandatory Reporting section). Written permission to share information will be obtained if Advocates meet with victims in person. Written permission may be obtained later than the first meeting should Advocates determine the victim is too traumatized to fully focus and/or retain information about confidentiality.

Victim Rights and Responsibilities: It is the policy of the Victims Services Department that no person shall on the grounds of race, color, religion, gender, national origin, age, familial status, sexual orientation, sexual identity, disability, political affiliation, or socio-economic status be discriminated against or denied services. This includes having reasonable accommodations made to eliminate any barrier facing a victim to ensure against discrimination. Advocates will provide education, information, referrals and emotional support to all victims; even those who choose not to report to law enforcement. Victims to an interpreter should I need one. No information will be made public without permission except as required by law. Victim Advocates are not law enforcement personnel or lawyers. Advocates can provide information, referrals, and assistance but cannot promise specific outcomes of investigations, court decisions, or trials. Advocates cannot be held responsible for decisions made by other individuals, groups, or institutions.

Victim Grievance Procedure: It is the policy of The Georgetown Police Department (GPD) that all victims have the means to file complaints and reach resolution. The conditions for expressing a grievance are defined as dissatisfaction with decisions concerning the actions and/or services provided by Victim Advocates. Victims have the right to file a complaint or grievance without interference or fear of retaliation. All GPD staff members are to be attentive and respectful to any grievance submitted by a victim and are prohibited from discouraging, intimidating, or seeking retribution against those who seek to exercise their rights, file a complaint, or voice a grievance. Victims have the right to timely notification of the resolution and receive an explanation of any further appeal, rights, or recourse. Victims have the right to at least one level of review, that does not involve the Advocate about whom the complaint has been made, or the person who made the decision under review. Victims have a right to request a Policy and Procedure Manual to review entire process.

Mandatory Reporting: It is the policy of the Victim Services Department that any staff (paid or volunteer) will report any and all suspected child abuse, dependency, or neglect to Child Protective Services (CPS) 1-877-597-2331 according to KRS 620. Staff will also report any and all suspected abuse, neglect, or financial exploitation of adults who have a physical or mental disability and are unable to protect themselves to Adult Protective Services (APS) 1-877-597-2331 according to KRS 209.

It is the policy of the Victims Services Department to ensure the safety of participants, volunteers, and community members. In the event that an individual poses a risk to her/himself, makes an actual threat of violence against a reasonably identifiable person, or makes a threat of a specific violent act: Victim Services Supervisors will assess whether the disclosure of such information is appropriate and necessary. Information directly pertinent to the threatening situation may be disclosed to: a) Licensed medical or mental health personnel or facilities; b) Law enforcement personnel; and c) Identified intended victim.

Victim Signature/Date

GPD Advocate Signature/Date

Appendix D: Georgetown Police Department Victim Services
VICTIM GRIEVANCE LONG FORM

Name:	E-Mail:
Day Phone Number:	Address:
Evening Phone Number:	Zip Code:

Nature of Concern:

How have you tried to resolve the concern?

What can we do to resolve the concern?

Victim Signature

Date

GPD Personnel Receiving Grievance

Date

<i>To be completed by Georgetown Police Department Advocate Supervisor</i>
--

Date Reviewed:	Reviewed by:
----------------	--------------

Actions Taken:

Appendix E: Georgetown Police Department Victim Services
Consent for Exchange of Information

In order for Victim Advocates at the Georgetown Police Department (GPD) to provide you and your family the most comprehensive care and support, it may be necessary to share a limited amount of information to coordinate services, facilitate referrals, ensure safety, and provide direct advocacy. Advocates will not share information outside of the police department without your knowledge and permission, except as required by law.

____ I, _____, give permission to the GPD Victim Advocates to exchange necessary information with **any individual, agency, or institution.**

____ I give permission to the GPD Victim Advocates to exchange necessary with any individual, agency, or institution **with the following exceptions:**

____ I give permission to the GPD Victim Advocates at the to exchange information **with only the following individuals, agencies, and/or institutions:** _____

I understand that I can modify or revoke this consent at any time.

Signature of Client: _____ Date: _____

Signature of Parent/Guardian: _____ Date: _____

Signature of GPD Staff: _____ Date: _____

Appendix F: Georgetown Police Department Victim Services
Volunteer Criteria/Description

Title: Volunteer, Victim Services, Georgetown Police Department

Work Schedule: to be determined

Supervisor: Victim Advocates, Criminal Investigations Section Chain of Command

Work site: Georgetown Police Department Headquarters and off-site locations

Qualifications: Reliable, non-judgmental, and compassionate individual. Flexibility is a must in this position. Ability to stay calm under pressure or in stressful situations. Willingness to assist in additional tasks as needed. Must agree to confidentiality responsibilities, liability waiver, and background check. Must be victim-centered and solution-focused.

REQUIREMENTS:

- At least 18 years old
- Valid driver's license
- Submit to a local background check
- Attendance at all mandatory training
 - Initial training module; if individual volunteers on an ongoing basis- 12 hours per year
- Reliable contact information (phone and email)
- Ability to provide reliable schedule of availability
- Fill out and sign required Volunteer paperwork

PRIMARY RESPONSIBILITIES:

- Listen and engage with victims respectfully; ensure appropriate boundaries during interactions
- Work collaboratively with law enforcement personnel
- Assist with administrative/clerical needs of the program
- Assist with locating and coordinating referrals for housing, food, financial, and other basic needs
- Assist with community event planning, organization, and implementation
- Assist with community networking and partnership-building
- Assist with identifying new resources for victims (e.g. mental health, housing, employment, legal)
- Accompany victims to community appointments and/or meetings

Appendix G: Georgetown Police Department Victim Services
Volunteer Application

Georgetown Police Department (GPD) encourages the participation of volunteers who support its mission to serve the community, particularly victims of violent crimes and members of underserved populations. If you are willing to be interviewed and follow GPD's volunteer guidelines, please complete this application. All information will be kept confidential and will help us match you to the most appropriate volunteer opportunity. Thank you for your interest in helping GPD and the community it serves.

Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone: _____ **Email:** _____

Talents, skills, or interests that will benefit our department:

Interests: Please mark all volunteer areas that interest you: Administration/Clerical _____

Events _____ Program Development _____ Community Relations _____

Other: _____

Days Available: Monday Tuesday Wednesday Thursday Friday Saturday

Times Available:

Physical Limitations:

Emergency Contact:

As a volunteer for Victim Services at the Georgetown Police Department, I understand that I will be volunteering at my own risk. The department, employees, City of Georgetown and its employees, officials, agents and affiliates assume no responsibility or liability for any accident, injury, or health problem which may arise from volunteer work I perform.

Volunteer Signature

Date

GPD Staff Signature

Date

Appendix H: Georgetown Police Department Victim Services
Volunteer Confidentiality Agreement

This is to certify that I, _____, a volunteer for the Georgetown Police Department's Victim Services Department understand that any information (written, verbal or otherwise) obtained during the performance of my duties must remain confidential. This includes, but is not limited to, all information pertaining to program participants, families, other volunteers, law enforcement and civilian personnel, and/or other associated organizations.

I understand that any unauthorized release of any confidential information is considered a breach of the duty to maintain confidentiality and a possible breach of state or federal law. I further understand that any breach of the duty to maintain confidentiality may be grounds for immediate dismissal from my volunteer position.

I agree that if there is any exchange of contact information (phone numbers, email addresses, physical addresses, etc.) with a program participant, this will be done only with mutual agreement between the program participant and the volunteer.

I further agree that any scheduled contact with a program participant outside of the police department is a personal decision and will not be considered part of Victim Services programming.

Signature of Volunteer: _____ Date: _____

Signature of GPD Staff: _____ Date: _____

Appendix I: Georgetown Police Department Victim Services
Volunteer Liability Waiver

In consideration to serve as a Volunteer for the Georgetown Police Department's Victim Services Department, I _____ assume all risk and responsibility for any property damage and/or bodily injury that I may sustain while participating in the program.

Further, I, for myself, my heirs, executors, administrators and assigns do hereby release, waive and discharge the City of Georgetown and all of its officers, directors, employees, agents and other volunteers of and from any and all claims.

Further, I expressly agree that this release and waiver Agreement is intended to be construed as broadly and inclusive as permitted by Kentucky and federal law and that if any portion thereof is held to be invalid, shall remain binding with the full force and effect of law.

I currently have no known mental or physical condition that would impair my capability to volunteer.

I have carefully read this release and waiver Agreement and I understand the content therein.

I sign this Agreement of my own, free will.

Volunteer Signature: _____

Date: _____

GPD Staff Signature: _____

Date: _____

Appendix J: Victims Services

Appendix J: Georgetown Police Department Victim Services
Volunteer Rights and Responsibilities

No person shall on the grounds of race, color, religion, gender, national origin, age, familial status, sexual orientation, sexual identity, disability, political affiliation, or socio-economic status be discriminated against or denied the opportunity to volunteer at the Victim Services Department. This includes having reasonable accommodations made to eliminate any barrier facing a volunteer to ensure against discrimination. It is our intention to foster equal opportunity for anyone interested in volunteering.

I understand that I am responsible for consistently communicating on-going needs or concerns to the Advocates in the Victim Services Department. I will practice open communication and solution-focused problem-solving while volunteering. I understand that should a conflict arise that cannot be resolved directly with Victim Advocates, I have the right to ask for mediation from GPD law enforcement supervisors.

I agree to participate in an initial Volunteer training as well as follow up training should I volunteer with Victims Services on a long-term basis.

I understand that in my role as a Volunteer I will not be providing legal guidance or recommendations. I will not be taking on law enforcement responsibilities. My role will be to assist in the dissemination of information, education, support, and referral information.

Victim Signature

Date

Staff Signature

Date

Appendix K: Georgetown Police Department Victim Services
Volunteer Training Form

DATE	STAFF/VOLUNTEER SIGNATURE	TRAINER SIGNATURE	HOURS	TITLE OF TRAINING

Appendix L: Georgetown Police Department Victim Services
Volunteer Time Sheet

DATE	VOLUNTEER SIGNATURE	PD/VOCA SIGNATURE	TIMES/HRS.	TASKS

Appendix M: Georgetown Police Department Victim Services
Distracted Driving Policy

Victim Advocates and Volunteers within the Victim Services Department at the Georgetown Police Department (GPD) may not use a hand-held cell phone while operating a vehicle. This applies when the vehicle is in motion or stopped at a traffic light. It is explicitly prohibited to read or respond to emails, instant messages, tweets and text messages. Advocates are expected to drive in accordance with all state and federal laws.

This policy applies when an Advocate or Volunteer is operating any vehicle while performing Victim Services business.

If an Advocate or Volunteer needs to use their phones, they must pull over safely to the side of the road or another safe location unless in an immediate emergency.

Failure to comply with this policy will result in corrective action plans. Criminal Investigations Section Chain of Command will monitor plans to ensure all Volunteers and Advocates follow this policy.

I acknowledge that I have received a written copy of the Distracted Driving Policy, that I fully understand the terms of this policy, that I agree to abide by these terms, and that I am willing to accept the consequences of failing to follow the policy.

Victim Advocate or Volunteer Signature

Date

Georgetown Police Department Staff

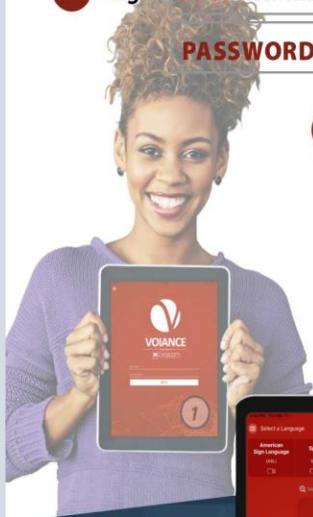
Date

Appendix N: Voiance
How to Access Video Interpreters Using a Phone or Tablet

ACCESS AN INTERPRETER

1. Login **USERNAME:** GeorgetownPD@cyracomvri.com

PASSWORD: video123



2. Select the Language

- Favorite Languages Bar
(most frequently requested)
- Search Language Field, or
- Scroll through Alphabetical List of Languages Provided.

3. Select Type of Session

4. Enter Session Data
(if prompted)

5. Session Connects

During the session, call functions are available.



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AUDIO CONTROL

- Select speaker device
- Allows Bluetooth speaker connection

CAMERA CONTROL

- Flip between front and back facing camera

MICROPHONE CONTROLS

- Mute or unmute yourself

VIDEO CONTROL

- Enables privacy shade for patient



Account#501028631

Pin#:1001

Username:
GeorgetownPD@cyracomvri.com

Password: video123



Appendix O: Voiance How to Access Video Interpreters Using a Computer



ACCESS VOIANCE INTERPRETATION VIA WEB VI

1 Open Google Chrome and navigate to <https://video.voiance.com>



2 Log into the Voiance Interpreter web app

3 Find the language you need

Add languages to the Favorite Languages Bar at the top of the screen by clicking the 'Star' icon

Search Languages tool can locate languages using both their English and in-language names

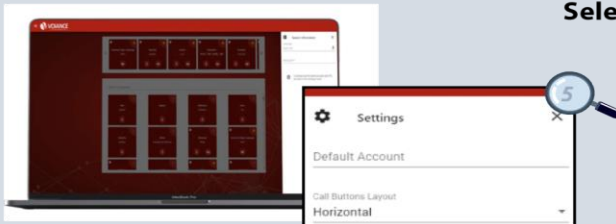


4 Select type of interpretation session (Video or Voice)

Click the Camera icon below the language name for a Video call or the Phone icon for Voice call

Select account and enter PIN (if prompted)

5



Connect to an interpreter

6

Account#501028631

Pin#: 1001

Username:
GeorgetownPD@cyracomvri.com

Password: video123

(800) 481-3289
support@voiance.com



The graphics above indicate a live interpreter connection. Check computer audio settings if you cannot hear your interpreter.

Learn more at www.voiance.com
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