



POLICE DEPARTMENT

VICTIM & WITNESS ASSISTANCE

OPERATIONAL PROCEDURE #422

Responsible Executive:
Chief of Police
Responsible Office:
Vice President for Public Safety
Approved by:
Dr. Branville G. Bard Jr.
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Policy Statement

As community-focused public safety responders, Johns Hopkins Police Department (JHPD) members will often be uniquely positioned to provide care and support to victims and witnesses of crime as required by state and federal laws. These efforts can have both an immediate and a long-term impact on a victim’s or witness’s emotional recovery by developing a sense of security and stability and potentially mitigating the traumatic effects of the crime. Therefore, it is the policy of the JHPD to:

- I.** Train JHPD members to recognize and address the needs of crime victims and witnesses during each contact,
- II.** Support and assist victims and witnesses as they continue to interact with the criminal justice system, and
- III.** Act as a liaison to appropriate victim assistance and service agencies.

Who Is Governed by This Policy

All personnel, including sworn, nonsworn, and contractual or voluntary persons in service with the JHPD, are governed by this Directive.

Purpose

The purpose of this Directive is to emphasize that an effective response to the needs of crime victims and witnesses is an integral part of the JHPD's work. This essential function, performed by both sworn and nonsworn personnel, should address victims' and witnesses' needs by establishing a continuum of support as they progress through the various phases of the criminal justice process.

This Directive governs the response and investigation of reported crimes. For instances of domestic violence, dating violence, or stalking involving Johns Hopkins students, faculty, staff, and other members of the Johns Hopkins community where the JHPD responds, a JHPD member will notify JHU's Office of Institutional Equity. The JHPD's involvement in any investigation is related solely to the investigation of any crime that may have been committed and providing victim assistance services related to a criminal complaint.

Definitions

Member:	All members of the JHPD, including employees, officers, and volunteers, unless the term is otherwise qualified (e.g., member of the public, member of the Baltimore Police Department, etc.).
Officer:	All sworn police officers, at any rank, as defined by MD Code, Public Safety, § 3-201, in service with the JHPD.
Victim:	<ol style="list-style-type: none">1. A person who suffers physical, financial, or emotional harm as the direct result of a specific incident.2. The spouse, child, parent, or legal guardian of the person harmed by the incident.3. Third parties who are emotionally impacted by the event, either by their relationship with the person directly harmed or by the horrific nature of the incident. <p>Emergency service providers who directly deal with the event.</p>
Witness:	A person who, as determined by a law enforcement agency, has information or evidence relevant to the investigation of a specific incident.

Core Principles

- I. Trauma-Informed Response:** The JHPD provides a trauma-informed response to victims and witnesses of crimes. JHPD members understand that there is no typical reaction to trauma and that trauma can seriously impact a person's physical, emotional, social, and economic state, as well as their memory.
- II. Victim-Centered Support:** The JHPD is committed to supporting crime victims. The JHPD offers assistance and guidance in obtaining protection and support available to victims, based on their individual needs. In addition, the JHPD is dedicated to connecting victims and witnesses with university and local resources that are specialized to support

victims and witnesses. JHPD members will provide such support while treating all victims with dignity and sensitivity, centering victim needs, and understanding that it is the offender, not the victim, who is responsible for the offense.

Procedures

I. Jurisdiction

Consistent with the Memorandum of Understanding (MOU) between the JHPD and the Baltimore Police Department (BPD), dated December 2, 2022, BPD is responsible for investigating all crimes that are categorized as National Incident-Based Reporting System (NIBRS) Group A offenses. JHPD officers, on the other hand, will serve as the primary investigators on NIBRS Group B offenses. Nevertheless, whether the JHPD serves as the initial responder or the primary investigator for a case, JHPD officers are required to follow the guidance below to ensure consistency in response, rigor in investigative steps, and compassion and respect for victims.

II. Victim & Witness Rights

- A. Consistent with the Maryland Constitution, Declaration of Rights, Article 47, all employees will treat crime victims with dignity, respect, and sensitivity.
- B. See also MD Code, Criminal Procedures:
 - § 11-1002, Guidelines for treatment of victim of crime, victim's representative, or witness, and
 - § 11-1003, Guidelines for treatment of victim of delinquent act, victim's representative, or witness.

III. General (Commission on Accreditation for Law Enforcement Agencies (CALEA) 55.2.1)

- A. Victim and witness service and referral information is available 24 hours a day through the Communications Center. (CALEA 55.1.1.a)
- B. JHPD members will ensure that the confidentiality of victim and witness identities and their roles in case development are protected to the extent possible consistent with the JHPD's directives. (CALEA 55.1.1.b)

IV. Initial Response (CALEA 55.2.3.a)

- A. Communications personnel shall treat persons reporting a crime with compassion, patience, and respect as they collect and share the information necessary to determine the nature and location of the incident, to include:
 - Determining the identity of the caller, victim, and perpetrator, if known,

- Determining any conditions that indicate that responding JHPD officers might be at risk of injury, and
 - Dispatching JHPD officers to meet with the victim as soon as practical.
- B.** Responding JHPD officers shall:
- Immediately ascertain that the victims or witnesses are at a safe location,
 - Render emergency first aid if necessary,
 - Determine the need for and request additional medical or law enforcement resources,
 - Once the incident is stable, develop a supportive presence by reassuring the victim that they are no longer in immediate danger,
 - Ensure that the appropriate patrol or investigations unit (whether BPD or the JHPD) is contacted for the type of incident, when applicable,
 - If the person is a victim of a sexual assault, domestic violence, or dating violence, or if determined necessary by the supervisor, contact the Crime Victim Services Coordinator (CVSC) to respond to the scene. See JHPD Directive #420, Domestic Violence, Stalking & Harassment; and JHPD Directive #465, Response to Crimes of Sexual Violence.
- C.** See Appendix A in JHPD Directive #465, Response to Crimes of Sexual Violence, for campus and local resources available to the victim and to witnesses. In addition, the *Maryland Crime Victims and Witnesses: Your Rights and Services* booklet contains contact information for services that can answer further questions. (CALEA 55.2.3.a.d)
- D.** Victims who JHPD officers reasonably believe are emotionally distraught should not be left alone. If appropriate, relatives, friends, a campus- or community-based victim advocate, or a member of the clergy should be contacted to provide comfort and support.
- E.** While collecting information and physical evidence necessary for the investigation and subsequent prosecution, JHPD officers should be perceptive to and sensitive about the victim's or witness's psychological state.
- F.** JHPD officers shall consider the method, manner, location, and timing of the victim interview, as well as any witness interviews, so as not to subject them to undue additional stress and trauma.
- G.** See JHPD Directive #421, Court Orders for Protection, for guidance on obtaining protective and peace orders if the person is eligible for such an order.

V. **Information & Referrals at Initial Response** (CALEA 55.2.3)

- A. At the earliest appropriate time, JHPD members shall provide the victim or witness with the *Maryland Crime Victims and Witnesses: Your Rights and Services* booklet and explain its contents to them.
- Booklets will also be given to family members who are guardians of victims who are minors, deceased, or disabled.
 - JHPD members may also give brochures to others as reasonable and prudent.
- B. At the conclusion of the initial investigation, the JHPD officer shall:
- Provide the victim or witness with the phone number and email address of the appropriate JHPD or BPD member responsible for the case, whom they can call to report additional information about the case or receive information about the status of the case, (CALEA 55.2.3.d)
 - Provide the victim or witness with the case number and information for contacting available victim services, and explain the next steps for the case or investigation, (CALEA 55.2.3.c)
 - Encourage the victim or witness to contact the JHPD immediately if they are threatened or intimidated by anyone as a result of reporting the crime, (CALEA 55.2.2, 55.2.3.b)
 - If the victim would like assistance with contacting a Johns Hopkins or local service provider for additional support or advocacy, make reasonable efforts to connect the victim with such resources, and
 - Strongly encourage victims to participate in the Victim Information and Notification Everyday program described in the *Maryland Crime Victims and Witnesses: Your Rights and Services* booklet.
- C. The responding JHPD officer shall document in their report that the victim was provided information regarding their rights, available protections, and referrals to victim services.
- D. The Johns Hopkins Public Safety webpage provides a Clery Reportable Incident Form as an additional mechanism to collect information regarding Clery incidents (see JHPD Directive #222, Clery Act Compliance).
- When the Senior Director of Clery Compliance receives a Clery Reportable Incident Form from Title IX, a Campus Security authority, or a third party, and the victim's desire for additional police services is unknown, the CVSC will be notified by the Senior Director of Clery Compliance.

- The CVSC will attempt to make contact with the reporting party to attempt to determine if the victim is in need of additional police services.
- The CVSC will document the results of their follow-up contact and provide that information to the Senior Director of Clery Compliance for retention.

VI. Investigation & Follow-Up (CALEA 55.2.4)

- A.** If a JHPD officer is assigned to conduct the follow-up criminal investigation, the officer shall contact the victim or witness as soon as practical to determine whether they have new details concerning the case, and to find out if further assistance is required. (CALEA 55.2.4.a)
- B.** The JHPD officer conducting the follow-up investigation will schedule photo arrays, interviews, and other appearances at the convenience of the victim or witness and will make reasonable efforts to provide transportation when needed. (CALEA 55.2.3.c)
- C.** The JHPD officer will explain the below procedures (if applicable) to the victim or witness and will relay such details about their case, when available and appropriate:
- Arrest and detention of suspects, their names, and their pretrial release status,
 - Court protective and stay-away orders,
 - Prosecutor information, court proceedings, and court schedules (if available), as well as the victim's or witness's role in such proceedings, and (CALEA 55.2.3.b)
 - Status of stolen, recovered, or removed property (and the officer shall assist with the prompt return of such property to the victim or witness when it was confiscated as evidence and where permitted by law or rules of evidence). (CALEA 55.2.3.d)
 - If applicable, assist the victim with contacting an advocate from the Office of the State's Attorney or another local organization.
- D.** If the victim needs further assistance from outside sources or the JHPD, or requests additional services, the JHPD member shall make reasonable efforts to connect the victim with appropriate service providers. (CALEA 55.2.3.a)
- E.** If an arrest is made, the arresting member shall work with the primary investigator to contact the victim as soon as practical to provide the following: (CALEA 55.2.5)
- Information concerning the arrest,
 - The bail status of the suspect, or any change in this status,

- An overview of the court process, including any available dates, times, and locations of hearings, and
 - A specific point of contact in the prosecutor’s office upon determination.
- F. The victim or witness shall be advised that if they are contacted by the suspect in any way or if they are threatened or intimidated by anyone, they should contact the JHPD immediately by calling 911.

VII. Special Considerations

- A. JHPD members shall be attentive to crime victims with special needs. Victims with physical, mental, or emotional impairments, as well as child and elderly victims, should be attended to in a manner that best supports their life conditions and specific situations. JHPD members should select service provider referrals to meet the unique needs of these victims and witnesses to the extent possible.
- B. JHPD members shall also be sensitive to the cultural needs of crime victims by providing materials in a language that the victim can comprehend and ensuring access to interpreter services when appropriate (see JHPD Directive #434, Language Access Services). Cultural background can affect the crime victim’s response and reaction to being victimized and how they are treated by family and community members. JHPD members should be aware of these special circumstances and work with the appropriate service providers and community partners to support victims in these situations.
- C. JHPD members shall also be aware that belonging to other marginalized groups, to include women, LGBTQ+ persons, and persons identifying as Black, Indigenous, and people of color (BIPOC), among others, can impact the way a person experiences a crime, or can lead to additional needs or support. In all such situations, JHPD members shall make every attempt to ensure the victim has access to necessary and helpful services and information.

VIII. Resources

- A. JHPD members who have contact with the public in general and victims or witnesses in particular shall be familiar with university, governmental, and community-based victim and witness support and advocacy organizations. JHPD members and the public can refer to the *JHU, Local & National Resources for Survivors of Sexual Assault and Domestic Violence* brochure (see JHPD Directive #465, Response to Crimes of Sexual Violence, Appendix A). In addition, for students, officers may advise them how to restrict the release of their directory information by utilizing the “Directory Information (FERPA)” screen in Student Information System Student Self-Service (see <https://registrar.jhu.edu/ferpa-compliance/directory-information/>).

- B. JHPD members will collaborate and provide reasonable assistance to such entities to the extent that it does not place the victim or others at risk, substantially interfere with an ongoing investigation or prosecution, or violate state privacy laws or JHPD procedures.
- C. Victim and witness services information with up-to-date contact information shall be developed and made available to Communications, administrative, patrol, and investigations personnel.
- D. A supply of the *Maryland Crime Victims and Witnesses: Your Rights and Services* booklet will be maintained by the CVSC.
- E. The CVSC shall ensure the community and local media sources are informed of the agency's victim and witness services. (CALEA 55.1.1.c)
- F. The CVSC shall work with the Communications Center supervisor to ensure victim and witness resource information contained in the Communications Resource System is current with respect to:
 - Victim and witness assistance supplied directly by the JHPD, and
 - Referral information regarding other services offered within the university community and Baltimore City. (CALEA 55.2.1.a.b)

IX. Procedures for Reports of Victim or Witness Intimidation

- A. For situations where the JHPD has been dispatched to a call where a victim or witness is reporting intimidation by the offender or by family, friends, or associates of the offender in a case, JHPD officers shall ensure the person or family and the location are rendered safe.
- B. The JHPD officer shall immediately contact BPD's Communications Section to make immediate contact with the Witness Relocation Unit.
 - Members shall not broadcast the nature of the call over the police radio.
- C. JHPD officers shall be guided by BPD's Witness Relocation Unit or the primary investigator on the related criminal case to ensure that the victim's or witness's safety is secured as quickly and securely as possible.

X. Notifications of Death or Serious Injury (CALEA 55.2.6)

- A. Upon receiving information regarding the death or serious injury of a Johns Hopkins affiliate, not in the campus area, the JHPD will follow the guidelines as provided in the *Campus Emergency Procedures Manual* published by the Vice Provost for University Life. These notifications will be made by Command Staff or higher-ranking officers **only** in conjunction with the established protocols of Johns Hopkins.

- B. Upon receiving information regarding the death or serious injury of a person not affiliated with Johns Hopkins, not in the campus area, the JHPD will contact the police agency located in the area of the victim’s residence to assist in notification of next of kin.
- C. In accordance with the MOU, in the event of serious injury or death in the campus area, the notice to the next of kin will be made by BPD in conjunction with the JHPD Captain of Support Services consistent with BPD policies, procedures, and regulations.

XI. Training

JHPD employees must complete training on providing assistance and services to victims and witnesses of crime, as well as cultural sensitivity, including how persons from different cultures may react to being victimized themselves and their relatives’ and friends’ reports of being victims, as part of their trauma-informed and victim-centered training related to domestic violence and response to crimes of sexual violence during the initial orientation program and during regularly scheduled roll call and in-service training, at minimum one hour of training annually. This shall include state and federal laws regarding victims and victims’ rights, internal directives related to working with victims and witnesses, effects of trauma on crime victims, communication skills, integrating the needs of victims and witnesses into the investigation process, cultural awareness, familiarization with victim and witness providers and social service providers, and how to access these services.

XII. Review of Victim & Witness Assistance Needs (CALEA 55.1.2)

The CVSC will conduct a documented review of victim and witness needs and available services at least once every two years. The review and any recommendations will be submitted through the chain of command to the Chief of Police for approval of the review and any recommendations prior to implementation.

Policy Enforcement

Enforcement	JHPD managers and supervisors are responsible for enforcing this Directive.
Reporting Violations	Suspected violations of this Directive should be reported to the JHPD Public Safety Accountability Unit.

Related Resources

University Policies and Documents
Administrative Procedure #222, Clery Act Compliance
Operational Procedure #420, Domestic Violence, Stalking & Harassment
Operational Procedure #421, Court Orders for Protection
Operational Procedure #434, Language Access Services
Operational Procedure #465, Response to Crimes of Sexual Violence

External Documentation
Baltimore Police Department Policy 805, Victim and Witness Assistance and Relocation Maryland Governor’s Office of Crime Prevention and Policy, Victims’ Brochures and Forms, https://goccp.maryland.gov/victim-services/rights-resources/brochures-forms/
Police Department Forms and Systems

Contacts

Subject Matter	Office Name	Telephone Number	Email/Web Address
Policy Clarification and Interpretation	Policy Management	(667)306-8618	jhpdpolicyinquiry@jh.edu