



Crime Survivors, Inc. Resource Guide

**Los Angeles County
California**

VISION

Crime Survivors vision is for victims of crime to recover from their experience mentally, physically, emotionally, and financially, by receiving the respect, support and protection from law enforcement, the judicial system, and the community.

MISSION STATEMENT

The mission of Crime Survivors is to ensure the public knows victims' rights and needs and to provide resources, support, and information to empower crime victims to survive and thrive.

WE ARE HERE TO HELP!

Crime Survivors is committed to serving our community by being an advocate and resource for crime victims and their families. If you don't know where to turn, or are confused or frustrated with the public services that are available to you as you recover or seek justice, Crime Survivors can help. Our web site will provide information; resources and tools that will help you become a "Survivor".

VICTIMS ADVOCATE

Crime Survivors works in your community to make victims' rights a top priority. We facilitate communication and cooperation across various public service, government and non-profit organizations to ensure that Victims' rights are understood, and that the services victims are entitled to are received. If you think you are not receiving the assistance you should, please contact us.

Disclaimer

The Crime Survivors Resource Guide has been created to provide general educational information and help you identify services and resources. The inclusion of an organization or service does not imply an endorsement or recommendation of the organization or service, nor does exclusion imply disapproval. While every effort is made to ensure the accuracy of the information provided, we make no guarantees. All information is provided "as is" without warranty of any kind, and you assume full responsibility for using the information contained herein. You understand and agree that Crime Survivors, Inc. and its affiliates are not responsible or liable for any claim, loss, or damage resulting from the use of this information by you or any user.

All victims of crime have the right and responsibility to survive.

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2-1-1

2-1-1 is a free accessible telephone number that will enable everyone to access the vital community services they need. 2-1-1 provides a “one-stop” service for vital information by providing the “right” phone number for the “right” resource needed. It is the equivalent of 9-1-1 but for non-emergency health and human services.

Benefits of 2-1-1

This system has been developed to help members of our communities find the information and referral services they need or the appropriate agency to meet those needs. It helps provide unity by linking together those seeking essential services with the right organization. 2-1-1 eliminates the need to navigate the complicated web of health and human services by providing one simple number to link community services to the people who need them.

Did you know?

2-1-1 Info Link Los Angeles County is available to you 24/7 via phone or at www.211losangeles.org.

Services Provided

Every hour of every day, someone requires essential services such as:

- Child Care
- Emergency Financial Assistance
- Health Care
- Food
- Shelter/Housing Alternatives
- Jobs
- Mental Health Support
- Services for Persons with Disabilities
- Resources for Older Adults and their Caregivers
- Alcohol and Drug Services
- Safe Surrender Sites for Newborns

WHEN TO CALL 9-1-1

9-1-1 is the number to call to get help in a police, fire or medical emergency. 9-1-1 calls goes over dedicated phone lines to the 9-1-1 answering point closest to the caller, and trained personnel then send the emergency help needed.

9-1-1 should only be used in emergency situations. An emergency is any situation that requires immediate assistance from the police/sheriff, the fire department or an ambulance. If you are ever in doubt of whether a situation is an emergency you should call 9-1-1. It's better to be safe and let the 9-1-1 operator determine if you need emergency assistance.

If you call 9-1-1 by mistake, do not hang up. Tell the operator what happened so they know there really isn't an emergency.

Do Not Call 9-1-1

- For Information
- For Directory Assistance
- When You're Bored
- For Paying Tickets
- For Your Pet
- As A Prank

If 9-1-1 Fails, You Should Know These Alternative Telephone Numbers

Los Angeles Sheriff's Department (non 911)323/267-4800

Los Angeles Police Department (non 911) 877-275-5273

MARSY'S LAW
CONSTITUTIONAL AMENDMENT
2008 CALIFORNIA VICTIM'S BILL OF RIGHTS

On November 4, 2008, the People of the State of California approved Proposition 9, the Victims' Bill of Rights Act of 2008: Marsy's Law. This measure amended the California Constitution to provide additional rights to victims. This card contains specific sections of the Victims' Bill of Rights and resources. Crime victims may obtain additional information regarding Marsy's Law and local Victim Witness Assistance Center information by contacting the Attorney General's Victim Services Unit at 1-877-433-9069.

A 'victim' is defined under the California Constitution as "a person who suffers direct or threatened physical, psychological, or financial harm as a result of the commission or attempted commission of a crime or delinquent act. The term 'victim' also includes the person's spouse, parents, children, siblings, or guardian, and includes a lawful representative of a crime victim who is deceased, a minor, or physically or psychologically incapacitated. The term 'victim' does not include a person in custody for an offense, the accused, or a person whom the court finds would not act in the best interests of a minor victim."

An overview of the rights is listed, along with helpful resources, on a card that can be printed out from this website.

FOR INFORMATION CONTACT

Office of Victims Services / California Attorney General's Office
P.O. Box 944255 Sacramento, CA 94244-2550
Phone Toll-free: (877) 433-9069

Marsy's Law Card Information:

<http://ag.ca.gov/victims.php>
<http://ag.ca.gov/victimservices/marsy.php>

If you are a victim of a crime, these rights apply to you. You may obtain information about these rights through your local victim/witness assistance program (usually located in the prosecutor's office), your State Attorney General's Office or U.S. Attorney's Office.

CALIFORNIA LAW AND VICTIMS' RIGHTS

California Law provides crime victims with important rights. If you are the victim of crime, you may be entitled to the assistance of a victim advocate who can answer many of the questions you might have about the criminal justice system.

Victim Advocates can assist you with the following:

- Explain what information you are entitled to receive while proceedings are pending.
- Assisting you in applying for restitution to compensate you for crime-related losses.
- Communication with the prosecution.
- Assisting you in receiving victim support services.
- Helping you prepare a victim impact statement before an offender is sentenced.

YOU HAVE RIGHTS

Most states have amended their constitutions to guarantee certain fundamental rights for crime victims. Typically, these include the following:

- The right to be notified of all court proceedings related to the offense
- The right to be reasonably protected from the accused offender.
- The right to have input at sentencing (e.g., in the form of a victim impact statement).
- The right to information about the conviction, sentencing, imprisonment, and release of the offender.
- The right to an order of restitution from the convicted offender.
- The right to be notified of these rights.

ESTABLISH SAFETY

If you or someone you know has just been victimized, there are some important steps you should take in protecting yourself, treating any injuries and making sure you have the support you need. Below are some things to think about immediately following a violent encounter.

Find a safe place and ask for help if you need it.

First and foremost, get to a safe place, away from danger. If you need help getting there, ask someone to help you.

CARE FOR INJURIES

Go to a hospital or physician to have physical injuries treated. It will also be important to tell medical personnel that your injuries are the result of a crime before you are treated so that DNA can be collected and photographs can be taken of your injuries. Do not shower or wash because doing so may remove or compromise physical evidence needed to apprehend and convict the person(s) who hurt you.

CALL THE POLICE / GET HELP

Call the police as soon as possible so that they can provide assistance. Remember to preserve the crime scene - don't clean up or move anything so that detectives can collect evidence that will be helpful in bringing your assailant(s) to justice. Then call a trusted friend or family member who can be with you as you interact with the police, physicians and investigators and make personal decisions. In the days following, you should consider finding a counselor to help you cope with the trauma and the effects of Post Traumatic Stress Disorder (PTSD).

DOCUMENT THE CRIME

While it may be the last thing you want to do, it is very important to write down exactly what happened as soon as possible following your incident. The best way to protect your memory is to document the event before being interviewed. Writing down what has taken place will be a source you can revisit to remember details. This will be very important if you need to testify later. A written account also can help to validate your feelings as you walk through the healing process. Following are some things you should include in your written description:

- The nature of the incident — Step by step, record what happened, whether you were assaulted and what was said by whom, as well as how it was said. Include how you came to a place of safety and which direction your perpetrator(s) may have been headed.
- Stolen items — A detailed list of any items that were stolen from you will help the police in their investigation and may be needed for insurance purposes. The location and context of the crime — Write down where the crime occurred as well as important landmarks or other notable information, such as the presence of any potential witnesses.
- The time of the crime — As accurately as possible, record when the crime took place, as well as any warning signs you may recall.
- A description of your assailant(s) — Describe hair color and style, eye color, shape of face, height, weight, voice, clothing, tattoos or other identifying marks.
- Description of other items — Recall any items that may have been used during the crime, such as a handgun or a car.

PROTECT YOURSELF AGAINST FURTHER HARM

If your home was Burglarized or if you had your wallet or purse stolen, you may feel the need to have your home checked before returning to it. Ask the police to check your home for you and to make sure that you can enter your home safely. You may want or need to have someone with you when you arrive home for a while, especially if your perpetrator isn't caught immediately.

It will be important for you to reestablish a sense of safety in your life again, which may not come easily at first. Some survivors of violent crime feel the need for security devices or weapons. Generally, the best protection you have is to be aware of your surroundings and what your "gut" is telling you. It is important for you to know what you feel comfortable with and what will really help you to be and feel safe.

SHORT-TERM PLANNING

You may feel bombarded with countless details and decisions in the aftermath of a violent encounter — and to make matters worse, you are probably in shock. It will take time to deal with everything, but here are a few suggestions for the short-term:

- Call your employer or have a friend call if you cannot return to work right away. Remember that you just survived a serious trauma and even if you weren't physically hurt, you may need some time away from work to cope.
- Notify your health insurance company or primary care provider so that you will be covered for your medical care and counseling needs. If you have lost a loved one, you or a friend should notify the life insurance company.
- Cancel your credit cards if they were stolen. This will hopefully prevent some headaches with your bills and can

also lead to the apprehension of the person who may be using them.

- Learn about the investigation of your case from law enforcement. Ask them what they will be doing, what the process is, how you will be notified and anything else that you may want to know about the process of trying to find your perpetrator(s).
- Let family and friends know what has happened so that they can understand that you've been through a trauma and that you will need their support. It is often difficult for others to understand what living through such a trauma is like. More information for family and friends can be found in the For Loved Ones section.

FIND SUPPORT

Surviving a violent crime is difficult, and while the crime may only have taken seconds or minutes, the healing process can take quite a while. The road traveled in the aftermath is slightly different for everyone, but we all need help and understanding along the way. It will be important for you to find support during your healing process. Talk with friends, family, a therapist, a support group or other survivors in the Connect with Others section of the Witness Justice site.

If you need immediate help, you may want to call a hotline for anonymous support. Some hotlines include:

**Victims of Crime Resource Center.....800-VICTIMS
800-842-8467**

**National Center for Victims of Crime 800-FYI-CALL
.....800/394-2255
24-hour hotline and link to local resources**

**National Domestic Violence Hotline.....800-799-SAFE
..... 800/799-7233 and 800/787-3224 (TDD)**

National Hopeline Network..... 800-SUI-CIDE (800-784-2433)

STEPS TO HEALING

Healing won't happen quickly, but it will happen. It is within your power to facilitate the process and begin your journey to a new place of happiness and peace. Here are some suggestions:

- Recognize your loss.
- Honor your feelings and recognize your right to feel the way you do.
- Talk about your feelings to those you trust.
- Connect with other survivors of violence and talk about your experience.
- Don't be afraid to seek out professional help if you are struggling. None of us can go it alone.
- Recognize triggers that take you back to the memory and the fear.
- Be patient and don't make rash decisions — it takes time to figure out where you are, where you want to be and how to get there.
- Take care of yourself — try to exercise, eat right and sleep well.
- Don't abandon hope — believe that healing can and will take place.

WHAT NEXT?

As you start to return to work and life, you'll probably have questions about how you feel and what you're going through. Visit our web site [Just Get Over It?](#) Section to learn more about some of the common struggles that survivors encounter following their experiences. You may also have questions about the Criminal Justice Systems or other questions that Witness Justice will help you answer. If you have a question and can't find an answer on our Web site, please contact us and we'll do our best to provide you with the information, support and referrals you need.

RESOURCES

ADOLESCENTS

- Ascent Life Changing Intervention for Teens**800/974-1999
Website: www.cedu-ascent.com
- California Youth Crisis Line**800/448-4663
- National Runaway Switchboard**.....800/621-4000
- Teen Solutions**.....800/429-6099
For families of teens in trouble
Website: teensolutions.com

COURTS

- Airport Courthouse**.....310/727-6012
11701 S. La Cienega, Los Angeles 90045
- Alfred J. McCourtney Juvenile Justice Ctr**.....661/945-6330
1040 W. Avenue J, Lancaster 93534
- Alhambra Courthouse**.....626/308-5010
150 W. Commonwealth, Alhambra 91801
- Bellflower Courthouse**.....562/804-8025
10025 E. Flower St., Bellflower 90706
- Beverly Hills Courthouse**.....310/288-1310
9355 Burton Way, Beverly Hills 90210
- Burbank Courthouse**.....818/557-3452
300 E. Olive, Burbank 91502
- Catalina Courthouse**.....310/510-0026
215 Summer Ave, Avalon 90704
- Central Arraignment Courts**.....213/974-6068
429 Bauchet St., Los Angeles 90012
- Central Civil West Courthouse**.....213/351-8738
600 S. Commonwealth Ave., Los Angeles 90005

Chatsworth Courthouse.....818/576-8506
9425 Penfield Ave., Chatsworth 91311

Clara Shortridge Foltz Criminal Justice Ctr......213/893-0317
210 W. Temple St., Los Angeles 90012

Compton Courthouse.....310/603-7177
200 W. Compton Blvd., Compton 90220

David V. Kenyon Juvenile Justice Ctr323/586-6055
7625 S. Central Ave., Los Angeles 90001

Downey Courthouse.....562/803-7059
7500 E. Imperial Hwy., Downey 90242

East Los Angeles Courthouse.....323/780-2058
4848 E. Civic Center Way, Los Angeles 90022

Eastlake Juvenile Court (Delinquency).....323/226-8936
1601 Eastlake Ave., Los Angeles 90033

Edmund D. Edelman Child’s Court (Dependency).....323/526-6602
201 Centre Plaza Dr., Monterey Park 91754

El Monte Courthouse.....626/575-4102
11234 E. Valley Blvd., El Monte 91731

Glendale Courthouse.....818/500-3516
600 E. Broadway, Glendale 91206

Hollywood Courthouse.....323/856-5747
5925 Hollywood Blvd., Los Angeles 90028

Huntington Park Courthouse.....323/586-7309
6548 Miles Ave., Huntington Park 90255

Inglewood Courthouse.....310/419-5197
One Regent Street, Inglewood 90301

Inglewood Juvenile Courthouse (Delinquency).....310/419-5684
110 Regent St., Inglewood 90301

Long Beach Courthouse.....562/491-6570
415 W. Ocean Blvd., Long Beach 90802

Los Padrinos Juvenile Courthouse (Delinquency)...562/940-7206
7281 E. Quill Dr., Downey 90242

Malibu Courthouse.....310/317-1350
23525 Civic Center Way, Malibu 90265

Mental Health Courthouse.....323/226-2920
1150 N. San Fernando Rd., Los Angeles 90065

Metropolitan Courthouse.....213/744-4001
1945 S. Hill St., Los Angeles 90007

Michael Antonovich Antelope Valley Courthouse....661/974-7200
42011 4th Street West, Lancaster 93534

Norwalk Courthouse.....562/807-7266
12720 Norwalk Blvd., Norwalk 90650

Pasadena Courthouse.....626/356-5651
300 E. Walnut Ave., Pasadena 91101

Pomona Courthouse North.....909/620-3202
350 W. Mission Blvd., Pomona 91766

Pomona Courthouse South.....909/620-3023
400 Civic Center Plaza, Pomona 91766

Redondo Beach Courthouse.....310/318-8709
117 W. Torrance Blvd., Redondo Beach 90277

San Fernando Courthouse.....818/898-2401
900 Third St., San Fernando 91340

San Pedro Courthouse.....310/519-6201
505 S. Centre St., San Pedro 90731

San Pedro Courthouse Annex.....310/519-6018
638 S. Beacon St., San Pedro 90731

Santa Clarita Courthouse.....661/253-7301
23747 W. Valencia Blvd., Santa Clarita 91355

Santa Monica Courthouse.....310/260-3522
1725 Main St., Santa Monica 90401

Stanley Mosk Courthouse.....213/893-2373
 111 N. Hill St., Los Angeles 90012

Sylmar Juvenile Courthouse (Delinquency).....818/364-2111
 16350 Filbert St., Sylmar 91342

Torrance Courthouse.....310/222-6501
 825 Maple Ave., Torrance 90503

Van Nuys Courthouse East.....818/374-2173
 6230 Sylmar Ave., Van Nuys 91401

Van Nuys Courthouse West.....818/374-2601
 14400 Erwin Street Mall, Van Nuys 91401

West Covina Courthouse.....626/813-3120
 1427 W. Covina Pkwy, West Covina 91790

West Los Angeles Courthouse.....310/312-6500
 1633 Purdue Ave., Los Angeles 90025

Whittier Courthouse.....562/907-3046
 7339 S. Painter Ave., Whittier 90602

CRISIS SERVICES

Suicide Hotline 1-800-SUICIDE (784-2344)

Suicide Hotline for Adolescents800/999-9999

Suicide Hotline for Teens800/949-0057

Youth Crisis Hotline.....800/843-5200
 Runaway youth, family, and friends

BATTERED WOMEN SHELTERS

ANTELOPE VALLEY

Valley Oasis.....661/949-1916
P.O. Box 4226 Lancaster, CA 93539

CENTRAL & WEST LOS ANGELES

Good Shepherd Shelter.....323/737-6111
P.O. Box 19487 Los Angeles, CA 90019

POMONA

House of Ruth.....909/623-4364
P.O. Box 459 Claremont, CA 91711

SAN FERNANDO VALLEY

Haven Hills.....818/887-7481
P.O. Box 260 Canoga Park, CA 91305

Tamar House Family Violence Project.....818/908-5007
8134 Van Nuys Blvd. Panorama City, CA 91402

WAVE

P.O. Box 950883, Mission Hills, CA 91345-0883

SAN GABRIEL VALLEY & EAST LOS ANGELES

Angel Step Inn.....562/906-5061
P.O. Box 689 Downey, CA 90241

Pathways DV Shelter.....626/350-4029
3800 Penn Marr, El Monte, CA 91732

Glendale YWCA DV Project.....818/242-4155
735 E. Lexington Dr. Glendale, CA 91206

SOUTH BAY

1736 Family Crisis Center.....310/372-4674
103 Torrance Blvd., Suite 101, Redondo Beach, CA 90277

Rainbow Services

P.O.Box 627 San Pedro, CA 90733

DOMESTIC VIOLENCE

How To Get Help

What to Look For

- Threats of violence
- Breaking or striking objects
- Use of force in sex
- Possessiveness and lack of trust
- Verbal abuse
- Jealousy
- Name calling and put-downs
- Unrealistic expectations of you
- Blaming you for problems
- Physical force towards you or others
- Cruelty to animals and/or children

How to Leave Safely

- Plan ahead
- Make spare keys
- Put money aside for cab fare or gas
- Tell someone about the abuse
- Document your injuries – take pictures
- If injured go to the nearest hospital and tell someone
- Make a list of emergency numbers
- Safely store birth certificates, passports, school and medical records outside the home
- Call police and get officer's name and badge number
- Obtain a restraining order

Victim's Rights

As a victim, you have the right to go to the Superior Court and file a petition requesting any of the following orders for relief:

- An order restraining the attacker from abusing the victim and other family members.
- An order directing the attacker to leave the household.
- An order preventing the attacker from entering the residence, school, business, or place of employment of the victim.
- An order awarding the victim or the other parent custody of or visitation with a minor child or children.
- An order restraining the attacker from molesting or interfering with minor children in the custody of the victim.
- An order directing the party not granted custody to pay support of the minor children, if that party has a legal obligation to do so.
- An order directing the defendant to make specified debt payments coming due while the order is in effect.
- An order directing that either or both parties participate in counseling.

Who to Call

Adult Protective Services **800/451-5155**
24 hours per day; 7 days per week

Domestic Violence Hotline **800-978-3600**

National Domestic Violence Hotline **800-799-SAFE**

SafeWay Out **800/978-3600**
24 hour Shelter and Counseling
homicide and gang victims

VINE – Victim Information and Notification Everyday **800/721-8021**
Website: www.vinelink.com
A service by the Los Angeles County Sheriff's Department to notify you when the status of an inmate changes.

Grace Center (Five Acre Program) **626/355-4545**
Website: www.grace-center.org

DOMESTIC VIOLENCE RESOURCES

SHELTERS HOTLINES

ANTELOPE VALLEY, PALMDALE & SANTA CLARITA

Assn. to Aid Victims of Domestic Violence.....	805/259-4357
Valley Oasis.....	805/945-6736
Oshun.....	805/727-1299

CENTRAL & WEST LOS ANGELES

Center for Pacific Asian Family.....	213/653-4042
Dominguez Family Shelter.....	310/764-4022
Chicana Services.....	213/937-1312
Sojourn.....	310/264-6644
Good Shepherd Shelter.....	213/737-6111

POMONA

House of Ruth.....	909/988-5559
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SAN FERNANDO VALLEY

Haven Hills.....	818/887-6589
Tamar House.....	818/505-0900

SAN GABRIEL VALLEY & EAST LOS ANGELES

Angel Step Inn.....	562/906-5060
East L.A. Shelter.....	213/268-7564
El Monte Youth Development Center..... (Pathways Domestic Violence Shelter)	626/455-0026
Glendale YWCA.....	818/242-1106
Haven House.....	323/681-2626
Women & Children Crisis Center.....	562/945-3939
YWCA-WINGS.....	626/967-0658

SOUTH CENTRAL

1736 Family Crisis Center.....	213/745-6434
Jenesse Center.....	213/731-6500
Peace and Joy.....	310/898-3117

SOUTH BAY

1736 Family Crisis Center.....	310/379-3620
Rainbow Services.....	310/547-9343
Su Casa.....	562/402-4888

WomenShelter of Long Beach.....562/437-7233
930 Pacific Ave.
Long Beach, CA 90813
Website: www.womenshelterlb.org

Mission Statement: The mission of WomenShelter of Long Beach is to eliminate domestic violence through compassionate intervention, education and personal empowerment.

Su Casa.....562/421-3297
24 Hour Hotline.....562/402-4888
3840 Woodruff Ave., Suite 203
Long Beach, CA 90808
Website: www.sucasadv.org

Mission Statement: Su Casa empowers individuals and families to live free from domestic abuse and builds partnerships with communities to end domestic violence.

Center for Pacific Asian Family.....24 Hour Hotline...800/339-3940
543 N. Fairfax Ave. #108
Los Angeles, CA 90036
Website: www.nurturingchange.org

Mission Statement: To build healthy and safe communities by addressing the root causes and consequences of family violence and violence against women. CPAF is committed to meeting the specific cultural and language needs of Asian Pacific Islander women and their families.

Soujourner Services for Battered Women and Their Children
(a project of OPCC).....310/264-6644
1453 16th St.
Santa Monica, CA 90404-2715
Website: www.opcc.org

Mission Statement: Soujourner provides women and their children a safe space to regroup, rebuild and reestablish their self-esteem and lives. Soujourner honors diversity, serving without discrimination clients of any cases, culture, race, ethnicity, age, faith, sexual orientation, physical and mental ability or immigration status, including those who are traditionally underserved. Soujourner fosters solidarity among women and children, educates the community and society, and is committed to effecting political and social change through grassroots activism and a philosophy of individual empowerment.

LEGAL

AARP Legal Network Services.....800/424-3410

Legal Aid Society Foundation.....800/399-4529
Website: www.lafla.org

Los Angeles County Bar Association.....213/627-2727
Website: www.lacba.org

Lawyer Referral and Information Service.....213/243-1525
Website: www.smartlaw.org

DISTRICT ATTORNEYS OFFICE

Airport Branch.....310/727-6500
Alhambra Branch.....626/308-5302
Antelope Valley Branch.....661/974-7700
Antelope Valley Juvenile.....661/945-6435
Bellflower Area.....562/804-8085
Beverly Hills Area.....310/288-1246
Burbank Satellite.....818/557-3525
Compton Branch.....310/603-7483
Compton Juvenile.....310/603-7462
Downey Area.....562/803-7100
E. Los Angeles Area.....323/780-2032
Eastlake Juvenile.....323/226-8955
El Monte Area.....626/575-4155
Glendale Area.....818-500-3593
Inglewood Area.....310/419-5182
Inglewood Juvenile.....310/419-5255
Juvenile HQ-North.....626/356-5785
Juvenile HQ-South.....562/491-6349
Juvenile Justice Center.....323/586-6103
Long Beach Branch.....562/491-6301
Long Beach Juvenile.....562/491-6349
Los Angeles HQ.....213/974-3512
Los Padrinos Juvenile.....562/940-8827
Malibu Satellite.....310/317-1343
Norwalk Branch.....562/807-7212
Pasadena Branch.....626/356-5620
Pasadena Juvenile.....626/356-5785
Pomona Branch.....909/620-3350
Pomona Juvenile.....909/868-5322
San Fernando Branch.....818/898-2511

Santa Clarita Area.....	661/253-7244
Sylmar Juvenile.....	818/364-2122
Torrance Branch.....	310/222-3552
Van Nuys Branch.....	818/374-2400
West Covina Area.....	626/813-3301
Whittier Area.....	562/907-3190

PROBATION DEPARTMENT

Alhambra Area Office.....	626/308-5542
Antelope Valley Juvenile Office.....	661/951-1519
Antelope Valley Sub Office.....	661/974-7600
Centinela Area Office.....	323/241-5800
Crenshaw Area Office.....	323/298-3511
East Los Angeles Area Office.....	323/780-2185
East San Fernando Valley Office.....	818/374-2000
Firestone Area Office.....	323-586-6469
Foothill Area Office.....	626/356-5281
Harbor Area Office.....	310/222-2672
Long Beach Area Office.....	562/491-5807
Pomona Valley Area Office.....	909/469-4500
Pretrial Services – Bauchet Office.....	213/974-5821
Pretrial Services – Wilshire Office.....	213/351-0373
Rio Hondo Area Office.....	562/908-3119
Riverview Area Office.....	626/579-8506
San Gabriel Valley Area Office.....	626/575-4059
Santa Monica Area Office.....	310/260-3542
Santa Monica Sub Office (Airport).....	310/727-6153
South Central Area Office.....	310/603-7311
Valencia Sub Office.....	661/253-7271
Van Nuys (Juvenile) Area Office.....	818/373-8114
Van Nuys Juvenile Investigation Sub Office.....	818/374-6959

SHERIFF & POLICE DEPARTMENTS

LOS ANGELES SHERIFF STATIONS

www.lasd.org.....Non-Emergency 323/267-4800

Altadena.....	626/798-1131
Avalon.....	310/510-0174
Carson.....	310/830-1123
Century.....	323/568-4800
Cerritos.....	562/860-0044

Compton.....	310/605-6500
Crescenta Valley.....	818/248-3464
East Los Angeles.....	323/264-4151
Industry.....	626/330-3322
(Bassett Community Srv. Ctr.).....	626/336-4631
Lakewood.....	562/866-9061
(Bellflower Substation).....	562/925-0124
(Paramount Substation).....	562/220-2002
Lancaster.....	661/948-8466
Lennox.....	310/671-7531
Lomita.....	310/539-1661
Malibu / Lost Hills.....	818/878-1808
Marina Del Rey.....	310/823-7762
Norwalk.....	562/863-8711
(La Mirada Substation).....	562/902-2960
(Whittier Substation).....	562/903-1875
Palmdale.....	661/267-4300
Pico Rivera.....	562/949-2421
San Dimas.....	909/450-2700
.....non-emergency.....	626/332-1184
Santa Clarita Valley.....	661/255-1121
(Gorman & Pyramid Lake)	
Temple.....	626/285-7171
Walnut / Diamond Bar.....	626/913-1715
.....	909/595-4957
(Diamond Bar Community Srv. Ctr.).....	909/444-0523
(Rowland Heights Asian Community Ctr.).....	818/854-2109
.....	818/912-4741
(Walnut Sheriff's Srv. Ctr.).....	909/559-4957
West Hollywood.....	310/855-8850
(Universal Citywalk Substation).....	818/622-9539

LOS ANGELES POLICE DEPARTMENTS

www.lapdonline.org877/275-5273

Central Community Station.....	213/485-3294
Devonshire Community Station.....	818/832-0633
Foothill Community Station.....	818/756-8861
Harbor Community Station.....	310/513-7017
Hollenbeck Community Station.....	323/266-5964
Hollywood Community Station.....	213/972-2971
Mission Community Station.....	818/838-9800
Newton Community Station.....	323/846-6547
North Hollywood Community Station.....	818/623-4016
Northeast Community Station.....	213/485-2563

Olympic Community Station.....	213/382-9102
Pacific Community Station.....	310/482-6334
Rampart Community Station.....	213/485-4061
77 th Community Station.....	213/485-4164
Southeast Community Station.....	213/972-7828
Southwest Community Station.....	213/485-2582
Topanga Community Station.....	818/778-4887
Van Nuys Community Station.....	818/374-9500
West Los Angeles Community Station.....	310/444-0701
West Valley Community Station.....	818/374-7611
Wilshire Community Station.....	213/473-0476

SEXUAL ASSAULT/RAPE

ARTESIA

Su Casa Family Crisis & Support Center.....562/402-4888

CERRITOS

Cerritos Psychological Center.....562/860-2210

CLAREMONT

Project S.I.S.T.E.R.626/966-4155

COMPTON

Y.W.C.A. of Los Angeles.....310/764-1403

LAMEDA

South Bay Rape Crisis Center.....310/545-2111

LONG BEACH

Sexual Assault Crisis Agency.....562/597-2002

LOS ANGELES

Center for the Pacific-Asian Families, Inc.....800/339-3940

Coalition to Abolish Slavery & Trafficking.....213/365-1906

East Los Angeles Rape & Battering Hotline.....800/585-6231

Immaculate Care Center, Inc.....213/383-1124

L.A. Commission of Assaults Against Women.....213/626-3393

Rosa Parks Rape Crisis Center.....310/854-4319

Stalking and Threat Assessment Team.....213/974-3950

PASADENA

Foothill Family Services Agency.....626/564-1613

L.A. Commission of Assaults Against Women.....626/793-3385

SACRAMENTO

Safe at Home; Confidential Address Program.....877/322-5227

SANTA MONICA

Rape Trauma Center UCLA.....310/319-4000

Rape Treatment Center UCLA.....310/319-4000

Soujourner Services for Battered Women.....310/264-6644

SHERMAN OAKS

Clinical Counseling Center.....818/986-1161

VAN NUYS

Valley Trauma Center.....818/886-0453

WASHINGTON

Stalking Resource Center.....800/FYI-CALL

WEST COVINA

Foothill Family Services Agency.....626/338-9200

SUICIDE

Hotline of Southern California Los Alamitos 562/596-5548
8:00 am to 12:00 midnight

National Hope Line Network800/784-2433

Suicide Hotline 1-800-SUICIDE (784-2344)

Suicide Hotline for Adolescents800/999-9999

Suicide Hotline for Teens800/949-0057

SUPPORT SERVICES

California Missing Children Hotline800/222-3463

Mothers Against Drunk Drivers (MADD).....800-I-AM-MADD

THERAPISTS/COUNSELORS

2-1-1/Infolink Los Angeles County2-1-1

.....800/339-6993

Websites: www.211losangeles.org

Los Angeles County Psychological Association.....818/905-0410
Website: www.lapsych.org

Pasadena Mental Health Center (PMHC).....626/798-0907
Website: www.pmhc.org
PMHC provides affordable quality mental health to those that cannot access it anywhere else.

CRIME VICTIM SERVICES

Victims of Crime Resource Center.....800/VICTIMS (842-8467)
..... **Hearing Impaired 800/735-2929**

Website: www.1800victims.org

Email: victims2@pacific.edu

Please refer to website for locations and phone numbers to resources in your area.

California State Board of Control800/777-9229
Revenue Recovery and Compliance Division
Financial recovery options for victims of crime in California

Crime Survivors, Inc.949/872-7895
Website: www.crimesurvivors.org
Advice, guidance, and support for victims of crime

Crime Victims' Reparations Board.....800/562-5874

National Organization for Victim Assistance 800/TRY-NOVA

National Victim Center..... 800/FYI-CALL

CRIME VICTIM RESOURCES

PARENTS OF MURDERED CHILDREN

POMC is a National non-profit organization dedicated to families and friends of those who have died by violence. All chapters offer monthly support groups, parole blocks, court accompaniment, community outreach and education.

Antelope Valley Chapter.....661/949-2720

P.O. Box 900932

Palmdale, CA 93590

Email: Gotheart935@aol.com

Greater Orange County Chapter.....714/999-7132

P.O. Box 67 Brea, CA 92822-0067

Email: gocpomc@yahoo.com

Website: www.gocpomc.org

Inland Empire Chapter.....909/987-6164

P.O. Box 9413 * Alta Loma, Ca. 91701

Email: iecpomc@aol.com

Website: www.pomc.org

San Gabriel Chapter..... 626/221-5737

E-mail: getyourpowerback@aol.com

Website: www.pomc.org

Justice For Homicide Victims310/457-0030

Los Angeles, CA

Website: www.justiceforhomicidevictims.com

Email: jhvinfo@justiceforhomicidevictims.com

Justice for Homicide Victims is a not-for-profit organization. We provide support and information to survivors of homicide about their rights within the criminal justice system and all other issues pertaining to the survivors of a victim of murder.

Homicide Victims Memorial Foundation.....562/860-7303

Rose Hills Mortuary and Cemetery
Whittier, CA 90601
Website: www.HVMFoundation.org
Email: info@hvmfoundation.org

The Homicide Victims Memorial is a unique outdoor interactive theater and the first memorial in the nation dedicated exclusively to homicide victims. This beautiful, peaceful memorial is provided by Justice for Homicide Victims, Inc. as a place for victims' families and friends to remember and honor their loved ones.

Loved Ones Victims Services310/337-7006
..... 310/337-7060 -fax

5701 W. Slauson Ave., Ste. 116, Culver City, Ca 90230
Website: www.lovs.org

Loved Ones Victims Services (LOVS) is dedicated to meeting the emotional and physical needs of family members and friends who have lost loved ones to homicide. Our primary objective is to provide individual, family, and group counseling for all, with an immediate focus on young children.

Families & Friends of Murder Victims.....Rose 909/798-4803 x 2
(FFMV)

P.O. Box 11222
San Bernardino, Ca. 92423-1222
Website: www.webersons.com/ffmv
E-mail: ffmv.je@verizon.net

A non-profit organization, dedicated to providing information, support, and friendship to persons who have experienced the death of a loved one through the violent act of murder

Mission: To restore a sense of hope and to provide a pathway to well-being to those who have lost a loved one to murder and to those who are victims of attempted murder.

Violent Trauma Awareness Project

449 So. Santa Fe Drive, Ste. 200, Encinitas, CA 92024
Website: www.vtap.org
General e-mail: Stopcrime@VTAP.org
Trauma Victim e-mail: Assistance@VTAP.org

The Violent Trauma Awareness Project is dedicated to violent trauma victim recovery, heightened Post Traumatic Stress Disorder awareness and youth leadership development through valuable community partnerships and effective, responsive, caring programs that aid in the eradication of violent trauma in our society.

Crime Victims United Charitable Foundation.....916/928-4797
..... **916-928-0072 fax**

1346 N. Market Blvd., Sacramento CA 95834
Web Site: www.crimevictimsunited.com
Email: mail@crimevictimsunited.com

CVUCF works with At Risk Children Adoptions, Teddy Bears Rooms for Children in various Court Houses, Literacy Programs, Victim Support, education and help with change of venue.

Justice for Murder Victims415/731-9880

P.O. Box 16670, San Francisco CA 94116
Web Site: www.vocal-jmv.org
Email: vocal@vocal-jmv.org

JMV is a support group in San Francisco for Homicide Victims Survivors. Meetings are held on the first Wednesday of each month except August. JMV works with CVUCF with the At Risk Children Adoptions and Teddy Bear Rooms.

The Joyful Child Foundation..... 866-756-9385

PO Box 12680, Westminster, Ca. 92685
Email: inquiry@thejoyfulchild.org
Website: www.thejoyfulchildfoundation.org

The Joyful Child Foundation's programs focus on proactive approaches in dealing with the difficult issues of violence against children while celebrating the gift that is every child.

Nicole Brown Foundation

PO Box 3777, Dana Point, CA 92629
Web Site: www.nbcf.org

Our mission is to show the world that Violence of any kind is simply wrong. We are here to help those who have been hurt, educate those who do not know, and to make a difference where no one else will. Domestic Violence can be stopped! One person at a time.

Justice For Murdered Children 310/547-JFMC (5362)

Berth 77, P-7B, San Pedro, CA 90731
Website: www.jfmc.org
Email: victimvoices@yahoo.com

Our Mission is to reduce the number of homicides, reduce the number of unsolved homicides and to assist families that have lost loved ones to homicide.

S.T.E.V.I.E.323/898-2955
(Striving Towards Eradicating Violence in Ennercities)
4828 Crenshaw Blvd., Los Angeles, CA 90047

S.T.E.V.I.E. is a homicide survivor advocacy support agency providing direct supportive services to victims of crime with an emphasis on homicide. We endeavor to mobilize, educate, empower and assist victims of crime reclaim their lives.

Project Sister Family Services.....909/623-1619
24 Hr. Hotline.....909/626-4357

P.O. Box 1369, Pomona, CA 91769
Website: www.projectsister.org

Crisis services are offered to women, men and children of all ages who have been sexually assaulted and to their non-offending family members. 24-hour hotline, information and referrals, prevention services, accompaniment program, counseling services and support groups are offered.

The Man-e Moreno Foundation.....877/246-8575
P.O. Box 2429, Covina, CA 91722
Website: www.man-efoundation.org

The Man-e Moreno Foundation, DBA Victims of Violent Crimes, is a non-profit organization dedicated to assisting and meeting the emotional, spiritual and relational needs of the families and friends of those that have been taken by an act of violence.

Project Cry No More.....310/764-0165
622 S. Keene Ave., Compton, CA 90220 (mailing)
200 N. Long Beach Blvd., Compton, CA 90221 (office)
Website: www.volunteermatch.org

Project Cry No More's mission is to stop the gang/gun violence that continues to plague communities across this country, as well as this world.

Victim-Witness Assistance Program

CALIFORNIA COMPENSATION & GOVERNMENT CLAIMS BOARD

www.calvcp.ca.gov.....800/777/9229

Victim Compensation Program

The Victim Compensation Program (VCP) provides compensation for victims of violent crime who are injured or threatened with injury. Among the crimes covered are domestic violence, child abuse, sexual and physical assault, homicide, robbery, drunk driving and vehicular manslaughter. If a person meets eligibility criteria, the VCP will compensate many types of services when the costs are not covered by other sources. Eligible services include medical and dental care, mental health services, income loss, funeral expenses, rehabilitation and relocation.

LOS ANGELES VICTIM ASSISTANCE LOCATIONS

Administration Office.....626/927-2500
800/380-3811
3204 Rosemead Blvd., Suite 200, El Monte, CA 91731

Airport Branch Office.....310/727-6516
11701 S. La Cienega Blvd., Room 611, Los Angeles, CA 90045

Antelope Valley Branch Office.....661/974-7717
42011 4th Street West, Room 3530, Lancaster, CA 93534

Central L.A.P.D......213/627-1619
251 E. Sixth St., Los Angeles, CA 90014

Claims Verification Program.....626/572-6366
800/492-5944
P.O. Box 6228, El Monte, CA 91734

Compton Branch Office.....310/603-7579
200 W. Compton Blvd., Room 700, Compton, CA 90220

Clara Shortridge-Foltz Criminal Justice Center.....213/974-7499
800/773-7574
210 W. Temple St., Suite 12-514, Los Angeles, CA 90012

**Clara Shortridge-Foltz Criminal Justice Center
Parole Revocation, Victim Assistance Program**.....213/893-7899
210 W. Temple St., Ste. 7-512, Los Angeles, CA 90012

East L.A. Area Office.....323/780-2045
4848 E. Civic Center Way, Room 201, Los Angeles, CA 90022

El Monte Area Office.....626/575-5565
11234 E. Valley Blvd., Room 110, El Monte, CA 91731

Elder Abuse Unit.....213/580-3287

Vertical Prosecution Unit.....323/226-1472
201 N. Figueroa, Suite 1200, Los Angeles, CA 90012

Elder Abuse Unit Airport Branch Office.....310/727-6529
11701 S. La Cienega Blvd., Room 611, Los Angeles, CA 90045

Inglewood Area Office.....310/419-6764
One Regent Street, Room 405, Inglewood, CA 90301

Family Violence Division.....213/974-7410
210 W. Temple St., Room 18-603, Los Angeles, CA 90012

L.A.P.D. Hollywood.....323/871-1184
1358 N. Wilcox Ave., Los Angeles, CA 90028

L.A.P.D. Southeast.....323/754-8064
145 W. 108th St., Room 107, Los Angeles, CA 90061

L.A.P.D. Southwest.....323/296-8645
1546 Martin Luther King Blvd., Los Angeles, CA 90062

Long Beach Branch Office.....562/491-6347
415 W. Ocean Blvd., Room 305, Long Beach, CA 90802

Metropolitan Area Office.....213/744-4207
1945 S. Hills St., Room 602, Los Angeles, CA 90007

Norwalk Branch Office.....562/807-7230
12720 Norwalk Blvd., Room 201, Norwalk, CA 90650

Pasadena Branch Office.....626/356-5715
300 E. Walnut St., Room 107, Pasadena, CA 91101

Pomona Branch Office.....909/620-3381
400 Civic Center Plaza, Room 201, Pomona, CA 91766

Rampart L.A.P.D......213/483-6731
1401 W. 6th St., Los Angeles, CA 90017

San Fernando Branch Office.....818/898-2406
900 3rd St., Room 3rd Floor, San Fernando, CA 91340

Sex Crimes Division Hall of Records.....213/974-3801
320 W. Temple St., Room 740, Los Angeles, CA 90012

Special Emphasis Gang Program.....213/974-1639
Criminal Justice Center
210 W. Temple, St., Suite 12-514, Los Angeles, CA 90012

Special Emphasis Gang Program.....310/603-7127
Compton Branch Office
200 W. Compton Blvd., Room 700, Compton, CA 90220

Torrance Branch Office.....310/222-3599
825 Maple Ave., Room 190, Torrance, CA 90503

Van Nuys Branch Office.....818/374-3075
6230 Sylmar ave., 2nd Floor, Van Nuys, CA 91401

West Covina Area Office.....626/813-3169
1427 West Covina Pkwy., West Covina, CA 91790

SAFETY & SELF DEFENSE

GET SAFE714/834-0050
.....714/834-0070

Training * Education * Empowerment
1263 S. Wright St.
Santa Ana, CA 92705
Website: www.getsafeusa.com

Breaking Barriers/Building stronger, safer survivors
.....714/834-0050

Website: www.getsafeusa.com

This course is specifically designed for survivors of physical & sexual abuse in childhood and survivors of sexual assault and domestic violence. Our unique approach combines counseling and group processing with personal safety education and comprehensive self-defense training.

Breaking Barriers is a program that collaborates with other community agencies and professionals including therapists, rape crisis centers, and law enforcement. We empower participants in a safe and secure environment to support themselves and others through the recovery process.

This carefully designed program includes:

- Managing physiological responses that can occur in stressful situations
- Methods of reducing anxiety and tension
- Offensive and defensive self-defense techniques
- Information and resources concerning one-on-one therapy and group counseling
- Insight into the prosecutorial process
- Dating, intimacy, and sex
- Understanding the domino effect - and how to prevent it

www.getsafeusa.com

CRIME & TRAUMA SCENE CLEANUP

Crime Scene Steri-Clean, LLC

..... Los Angeles County 888/577-7206

..... Orange County 714/-899-4225

..... San Bernardino/Riverside Counties (909) 481-2285

Website: www.CrimeCleaners.com

*24 Hour Suicide/Homicide/Trauma Cleanup *Free Estimates

*Providing compassionate and professional services since 1995

SURVIVAL BOOKS

There are numerous books available that deal with the issues crime survivors face. We have referenced a number of books below.

Coping with Trauma

- Jon Allen

Crime Victims Guide to Justice

- Mary L Boland

Embracing the Fear

- Judith Bemis

The Four Agreements

- Don Miguel Ruiz

Gifts From a Course in Miracles

- Frances Vaughan and Roger Walsh

The Grieving Teen – A Guide for Teens and Their Friends

- Helen Fitzgerald

Life After Trauma

- Dena Rosenbloom and Mary Beth Williams with Barbara Watkins

The Power of Now

- Eckhart Jolle

The PTSD Workbook

- Mary Beth Williams

Stop Domestic Violence

- Lou Brown

What to do When the Police Leave

- Bill Jenkins

HELPING THE EMOTIONALLY INJURED AFTER TRAGEDY STRIKES

- **Reach Out Physically**

- Position yourself at the victim's side and at his level
- Touch – unless the victim pulls away
- Use a soft voice
- Use the victim's name

- **Reach Out Emotionally**

- Ask the victim how he is feeling
- Acknowledge the victim's experience
- Don't minimize the victim's experience (i.e. "You'll be OK")

- **Don't Overlook the Quiet Victims**

Many victims after a tragic event are stunned and may appear unaffected. Remember that many people can be affected by a tragic event – witnesses, rescuers, children...

- Don't overlook these "invisible victims"
- When you suspect someone is affected by a tragic event, reach out with caring and curiosity – "How are you?"

- **Protect the victim from making impulsive decisions.**

Most major decisions can wait until the victim is thinking clearly.

- Protect the victim from being victimized by others who may not have the best interest of the victim in mind.
- Provide for the victim's physical needs – food, medicine, safe place

- **Reassure:** Many victims have an urgent need for information after a tragic event – "What happened?"; "Why?" Assist the victim in getting the information he needs. The victim may need an Information Advocate.

- Victims often blame themselves for the crisis event. Help a guilty victim gain perspective by asking him to tell you the "whole story."
- Try to gently point out to the victim what he did right before, during, or after the tragic event.

- **Organize:** Victims are often paralyzed after a tragic event and often lose their capacity to deal with all of the new demands created by the tragedy. Assist the victim in developing a simple plan. Suggest – "Let's focus on what needs to be done now."

- **Reinforce** the actions which the victim is taking or wants to take to emotionally survive the tragic event. The victim will struggle to find something or someone to hold onto in the first few hours. You may need to “clear the way” so that what the victim wants to do he is able to do.
- **Summary:** In the first few hours after a tragic event, the victim is often surrounded by people who have “a job to do” or who have opinions about what the victim should or shouldn’t do. The primary goal of the person providing Emotional First Aid is to enable the victim to act according to his wishes, values, and beliefs and not according to what others think should be done.
- Do not “overcare” or do too much for the victim. Remember that the primary psychological challenge for the victim is to be encouraged to make decisions and take action on his own behalf.
- Finally, a broken heart cannot “be fixed.” Don’t try! A caring presence is what you can offer someone who is emotionally devastated. Just being there is very powerful and will be experienced by the victim as very helpful.

What to Say

“What happened?”
 “I’m so sorry”
 “This must be very difficult for you”
 “It’s OK to feel . . .”

What Not to Say

“I know how you feel”
 “Calm down”
 “Don’t cry”
 “It could be worse”

COMMON REACTIONS FOLLOWING A TRAUMATIC EVENT

Emergency service providers as well as citizens can experience the following symptoms following a crisis event. In a crisis situation, one may experience emotional detachment in order to cope and function. The following reactions may occur hours, days, weeks, or months after an event.

Physical

- Stomach problems/ indigestion
- Headaches
- Chest pain
- Difficulty in breathing
- Elevated blood pressure
- Hyper alertness/easily startled

Emotional

- Irritability/anger
- Preoccupation with the event and one's role in it.
- Depression
- Guilt
- Anxiety
- Emotional numbness

Behavioral

- Impulsive
- Excessive risk taking
- Silent/withdrawn
- Sleep disturbance/nightmares
- Change in personal or work habits

Cognitive

- Poor concentration
- Difficulty in decision
- Memory problems
- Difficulty with details

EFFECTIVE WAYS OF COPING FOLLOWING A TRAUMATIC EVENT

- Accept all of the feelings you are having as normal reactions to an extraordinary event. You are not “crazy.” You are reacting normally to a “crazy” event. Be patient with yourself. It takes time to recover emotionally from a traumatic event.
- Accept the fact that you have been a victim and accept the feelings that result. Remember: others may not validate your feelings. In fact, they may minimize your experience: “You were only a witness,” or “You were really lucky,” or “It’s been two weeks, why are you still bothered?”
- Don’t revert to alcohol, drugs, or overeating to cope. They will only make matters worse.
- Maintain normalcy. Go about your daily routines and take care of business.
- Attempt to understand what happened by getting the facts.
- Ventilate: Talk about the event and write about it.
- Combat any guilt you might have by:
 - Accepting it as normal
 - Talking to others about your role and their role during the event. You are probably not alone in your reaction to this event.
 - Realizing you were a victim yourself and not a trained rescuer.
 - Recognizing what you “did right.”
 - Recognizing the extenuating circumstances related to the event: the suddenness, the danger, etc.
- Help each other
 - Reach out to support those who are particularly traumatized.
 - Respect each other’s way of coping. Don’t victimize them by judging their individual coping style. Let the “grievors” grieve and allow the “doers” to do.

IS THERE ANYTHING I CAN DO TO HELP?

Yes, there is much that you can do to help. Simple things. The following suggests the kinds of attitudes, words, and acts, which are truly helpful.

The importance of such help can hardly be overstated. Bereavement can be a life-threatening condition, and your support may make a vital difference in the mourner's eventual recovery.

Perhaps you do not feel qualified to help. You may feel uncomfortable and awkward. Such feelings are normal – don't let them keep you away. If you really care for your sorrowing friend or relative, if you can enter a little into his or her grief, you are qualified to help.

In fact, the simple communication of the feeling of caring is probably the most important and helpful thing anyone can do. The following suggestions will guide you in communicating that care.

- **Get in touch.** Telephone. Speak either to the mourner or to someone close and ask when you can visit and how you might help. Even if much time has passed, it's never too late to express your concern.
- **Say little on an early visit.** In the initial period (before burial), your brief embrace, your press of the hand, your few words of affection and feeling may be all that is needed.
- **Avoid clichés and easy answers,** "He is out of pain" and "Aren't you lucky that..." are not likely to help. A simple "I'm sorry" is better.
- **Be yourself.** Show your natural concern and sorrow in your own way and in your own words.
- **Keep in touch.** Be available. Be there. If you are a close friend or relative, your presence might be needed from the beginning. Later, when close family may be less available, anyone's visit and phone call can be very helpful.
- **Attend to practical matters.** Find out if you are needed to answer the phone, usher in callers, prepare meals, clean the house, care for the children, etc. This kind of help lifts burdens and creates a bond. It might be needed well beyond the initial period, especially for the widowed.

- **Encourage others to visit or help.** Usually one visit will overcome a friend's discomfort and allow him or her to contribute further support. You might even be able to schedule some visitors, so that everyone does not come at once in the beginning and fails to come at all later on.
- **Accept silence.** If the mourner doesn't feel like talking, don't force conversation. Silence is better than aimless chatter. The mourner should be allowed to lead.
- **Be a good listener.** When suffering spills over into words, you can do the one thing the bereaved needs above all else at that time – **you can listen**. Is she emotional? Accept that. Does he cry? Accept that too. Is she angry at God? God will manage without your defending him. Accept whatever feelings are expressed. Do not rebuke. Do not change the subject. Be as understanding as you can be.
- **Do not attempt to tell the bereaved how he or she feels.** You can **ask** (without probing), but you cannot **know**, except as you are told. Everyone, bereaved or not, resents an attempt to describe his feelings. To say, for example, "You must feel relieved now that he is out of pain," is presumptuous. Even to say, "I know just how you feel," is questionable. Learn from the mourner, **do not instruct**.
- **Do not probe for details about the death.** If the survivor offers information, listen with understanding.
- **Comfort children in the family.** Do not assume that a seemingly calm child is not sorrowing. If you can, be a friend to whom feelings can be confided and with whom tears can be shed. In most cases, incidentally, children should be left in the home and not shielded from the grieving of others.
- **Avoid talking to others about trivia in the presence of the recently bereaved.** Prolonged discussion of sports, weather, or stock market, for example, is resented, even if done purposely to distract the mourner.
- **Allow the "working through" of grief.** Do not whisk away clothing or hide pictures. Do not criticize seemingly morbid behavior. Young people may repeatedly visit the site of the fatal accident. A widow may sleep with her husband's pajamas as a pillow. A young child may wear his dead sibling's clothing.

- **Write a letter.** A sympathy card is a poor substitute for your own expression. If you take time to write of your love for and memories of the one who died, your letter might be read many times and cherished, possibly into the next generation.
- **Encourage the postponement of major decisions.** Whatever can wait should wait until after the period of intense grief.
- **In time, gently draw the mourner into quiet outside activity.** He may lose the initiative to go out on his own.
- **When the mourner returns to social activity, treat him or her as a normal person.** Avoid **pity** – it destroys self-respect. Simple understanding is enough. Acknowledge the loss, the change in the mourner's life, but don't dwell on it.
- **Be aware of needed progress through grief.** If the mourner seems unable to resolve anger or guide, for example, you might suggest a consultation with a clergyman or other trained counselor.

A final thought: Helping must be more than following a few rules. Especially if the bereavement is devastating and you are close to the bereaved, you may have to give more time, more care, **more of yourself** than you imagined. And you will have to perceive the **special needs** of your friend and creatively attempt to meet those needs. Such commitment and effort may even save a life. At the least, you will know the satisfaction of being truly and deeply helpful.

Amy Hillyard Jensen

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DEALING WITH THE MEDIA – YOUR RIGHTS

- You have the right to say “No” to an interview.

Never feel that because you have unwillingly been involved in an incident of public interest that you must personally share the details and/or your feelings with the general public. If you decide that you want the public to be aware of how traumatic and unfair your victimization was, you do not automatically have to give up your right to privacy. By knowing and requesting respect for your rights, you can be heard and yet not violated.

- You have the right to select the spokesperson or advocate of your choice.

Selecting one spokesperson – especially in multiple-victim cases – eliminates confusion and contradictory statements. You also have the right to expect the media to respect your selection of a spokesperson or advocate.

- You have the right to select the time and location for media interviews.

Remember, the media is governed by deadlines. However, nobody should be subjected to a reporter arriving unannounced at the home of a victim. When you are traumatized, your home becomes your refuge. If you wish to protect the privacy of your home, select another location such as a church, meeting hall, office setting, etc. It helps if you are familiar and comfortable with the surroundings.

- You have the right to request a specific reporter.

As a consumer of daily news, each of us identifies with or respects a reporter whom we may never have met. We often form personal opinions about reporters whom we feel are thorough, sensitive, compassionate and objective. If a newspaper, radio station, or television station contacts you for an interview, don't hesitate to request the reporter you feel will provide accurate and fair coverage of your story.

- You have the right to refuse an interview with a specific reporter even though you have granted interviews to other reporters.

You may feel that certain reporters are callous, insensitive, uncaring, or judgmental. It is your right to avoid these journalists at all costs. By refusing to speak to such reporters, you may help them recognize their shortcomings in reporting victim-related stories. However, recognize that the reporter may write the story regardless of your participation.

- You have the right to say “No” to an interview even though you have previously granted interviews.

It’s important to recognize that victims often ride an “emotional roller coaster.” You may be able one day to talk with a reporter, and be physically or emotionally unable to do so the next. Victims should never feel “obliged” to grant interviews under any circumstances.

- You have the right to release a written statement through a spokesperson in lieu of an interview.

There may be times when you are emotionally incapable of speaking with the media, but you still wish to express your point of view. Writing and distributing your statement through a spokesperson allows you to express your views without personally granting interviews.

- You have the right to exclude children from interviews.

Children already suffering from the trauma of crime are often re-traumatized by exposure to the media. Children often lack the means to verbalize their emotions and may be misinterpreted by both the media and the public. You have a responsibility to protect the interest of children at all cost!

- You have the right to refrain from answering any questions with which you are uncomfortable or that you feel are inappropriate.

You should never feel you have to answer a question just because it’s being asked.

- You have the right to know in advance what direction the story about your victimization is going to take.

You have the right to know what questions reporters will ask you, along with the right to veto any questions. This places you in a partnership with the reporter who is covering the story.

- You have the right to ask for review of your quotations in a storyline prior to publication.

Articles are reviewed and revised by editors who have neither seen nor spoken to you. All too often, victims' statements and the intended impact of their remarks are misinterpreted or inaccurate. To protect your interests and the message you wish to convey, you have the right to request for a review of direct quotations attributed to you in the storyline.

- You have the right to avoid a press conference atmosphere and speak to only one reporter at time.

At a time when you are in a state of shock, a press conference atmosphere with numerous reporters can be confusing and emotionally draining. If a press conference is absolutely unavoidable, you have the right to select one reporter to ask questions for the majority present.

- You have the right to demand a retraction when inaccurate information is reported.

All news mediums have methods of correcting inaccurate reporting or errors in stories. Use these means to correct any aspect of media coverage which you feel is inaccurate.

- You have the right to ask that offensive photographs or visuals be omitted from airing or publication.

If you feel that graphic photographs or visuals are not the best representation of you or your loved ones, you have the right to ask that they not be used.

- You have the right to conduct a television interview using a silhouette or a newspaper interview without having your photograph taken.

There are many ways for reporters to project your physical image without using your photograph or film footage of you, therefore protecting your identity.

- You have the right to completely give your side of the story related to your victimization.

If you feel that a reporter is not asking questions which need to be addressed, you have the right to give a personal statement. And if the alleged or convicted offender grants interviews, which are inaccurate, you have the right to publicly express your point of view.

- You have the right to refrain from answering reporters' questions during trial.

If there is any chance of jeopardizing your case by interacting with the media during judicial proceedings, you have the right to remain silent.

- You have the right to file a formal complaint against a reporter.

A reporter's superior would appreciate knowing when his or her employee's behavior is unethical, inappropriate or abusive. By reporting such behavior, you will also protect the next unsuspecting victim who might fall prey to such offensive reporters or tactics.

- You have the right to grieve in privacy.

Grief is a highly personal experience. If you do not wish to share it publicly, you have the right to ask reporters to remove themselves during times of grief.

- You have the right to suggest training about media and victims for print and electronic media in your community.

Resources are available to educate media professionals about victims, how to deal with victims, and how to refrain from traumatizing victims. You will be suggesting a greatly needed public service to benefit not only victims and survivors, but all members of the community who interact with the media.

- You have the right at all times to be treated with dignity and respect by the media.

SURVIVAL NOTES:

SURVIVAL NOTES:

LOS ANGELES CRIME STOPPERS

The purpose of Los Angeles Regional Crime Stoppers is to prevent and reduce crime, by forming a partnership among the community, law enforcement and the media to offer anonymity and cash rewards to anyone providing information leading to an arrest, thereby making the community a safer place for all who live or work in the region.

Crime Stoppers uses a three part approach to solving crimes. The first part of the program is to empower the community by providing a safe way to report criminal activity. Secondly, Crime Stoppers partners with all forms of media in the Los Angeles region to inform the community on how to anonymously report crimes. Law Enforcement is the final part of the triangle; they follow up on tips from community members.

Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime by overcoming the two key elements that inhibit community involvement: fear and apathy.

Crime Stoppers provides a telephone number and Web Tips to encourage citizens in the community to volunteer vital information helpful to law enforcement agencies to fight against crime.

Callers can remain anonymous and are eligible to receive a cash reward if the information given leads to an arrest or criminal filing of a felony or misdemeanor offender.

Calls are received at a Call Center using a toll-free number: 1-800-222-TIPS (8477). All phone lines are encrypted and no phone calls are ever recorded. Tips are then sent onto LA Crime Stoppers for further evaluation. By guaranteeing a caller's anonymity, Crime Stoppers allows the caller to provide information without fear of retaliation. By offering cash rewards for information that leads to an arrest or criminal filing, the program encourages other reluctant callers to provide information.

LOS ANGELES CRIME STOPPERS

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www.lacrimestoppers.com

**A Special Thanks For Your Participation, Guidance & Support
In Putting Together This Resource Guide**



www.wellsfargo.com

Trauma Intervention Programs, Inc.
www.tipnational.org

211 - Info link
www.211losangeles.org

Witness Justice
www.witnessjustice.org



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