

EXPANDED COURSE OUTLINE
REGULAR BASIC COURSE
LEARNING DOMAIN 4
VICTIMOLOGY/CRISIS INTERVENTION

I. LEARNING NEED

Peace officers must deal effectively and considerately with victims and protect their rights. Peace officers need to understand the psychological trauma experienced by crime victims. Peace officers need to identify techniques used to defuse crisis situations, which result from people being the victims of a crime.

LEARNING OBJECTIVES

- A. Describe the direct and indirect victims of a crime
 - 1. Direct victim definition
 - 2. Direct victim examples
 - 3. Indirect victim definition
 - 4. Indirect victim examples
- B. Describe emotional and physical reactions or behaviors that may be exhibited by victims in crisis
 - 1. Emotional
 - a. Helplessness
 - b. Powerlessness
 - c. Being out of control
 - d. Anger
 - e. Sadness
 - f. Fear
 - 2. Physical
 - a. Flushed face
 - b. Loud voice
 - c. Hyperventilation
 - d. Clenched fists
 - e. Shaking
 - f. Rigidity
 - g. Fixed stare
 - h. Hesitation
 - i. Nausea
 - j. Headache
 - k. Heart palpitation
 - l. crying
 - 3. Typical Victim Thoughts
 - a. Self-blame
 - b. Trying to make sense of a nonsensical act
 - c. Complete denial
 - d. Intellectualize the situation
 - e. Rely on religious beliefs
 - f. Inappropriate forgiveness

- C. Describe techniques officers can use to help defuse a crisis situation for a victim of crime
 - 1. Active listening
 - 2. Diversionary reality questions
 - 3. Give simple choices
 - 4. Tone of voice
 - 5. Positive non-verbal techniques
 - 6. Provide explanations
- D. Describe potentially negative attitudes that peace officers may exhibit toward victims of crime
 - 1. Disassociation
 - 2. Blame
 - 3. Apathy / impatience

II. LEARNING NEED

Peace officers must be able to provide victims with meaningful information that will assist them in coping with a crisis and support their participation in the investigative and legal process.

LEARNING OBJECTIVES

- A. Demonstrate knowledge of the five phases of a victim contact and identify appropriate officer actions during each phase
 - 1. Crisis
 - 2. Urgency
 - 3. Affirmation
 - 4. Confirmation
 - 5. Validation
- B. Apply the guidelines for interviewing a victim
 - 1. Setting the stage
 - 2. Gathering information
 - 3. Providing assistance
- C. Explain the information law enforcement agencies are required by law, to provide to victims of criminal acts to include:
 - 1. Government Code Section(s) 13950-13966
 - 2. Local victim assistance centers
 - 3. Victims Compensation Program
 - 4. Victims' Bill of Rights, California Constitution, Article I, Section 28(b), "Marsy's Law"
- D. Explain qualifications for compensation under the Victims of Crime Compensation Program
 - 1. Specific violent crimes
 - 2. Eligible parties
 - 3. Ineligible parties
- E. Explain the legal and procedural information available to the victim
 - 1. Police reports
 - 2. Restrictions
 - 3. Follow-up procedures

III. REQUIRED TESTS

- A. A scenario test that requires the student to demonstrate proficiency in Victimology and Crisis Intervention. At a minimum, the test shall evaluate the following competencies:
1. Leadership - The practice of influencing people while using ethical values and goals to produce an intended change.
 2. Local Procedures – The ability to demonstrate knowledge of procedures or policies developed by the presenter or agency to address tactics or required actions in given circumstances.
 3. Legal Authority/Individual Rights – The identification and application of state, federal and constitutional laws governing victim’s rights.
 4. Communication – The use of effective verbal and non-verbal skills to convey intended meaning and establish understanding.

Presenters must use the POST-developed Scenario Test and the POST Scenario Competency Evaluation and Grading Test Forms or presenter-developed forms approved by POST, which minimally include the performance dimensions used for this scenario test.

IV. REQUIRED LEARNING ACTIVITIES

- A. The student will participate in one or more learning activities from the current POST-developed *Instructor’s Guide to Learning Activities for Leadership, Ethics and Community Policing (December 2005)* or other comparable sources regarding victimology/crisis intervention. At a minimum, each activity or combination of activities shall address the following topics:
1. Behaviors exhibited by persons in crisis/crime victims
 2. Use of effective interview techniques (e.g. empathy, active listening, and non-verbal skills) during a peace officer’s contact with persons in crisis/crime victims
 3. Impact of a peace officer’s conduct on victims, witnesses or others who may be at the scene of an incident
 4. Listing and function of resources available to victims/persons in crisis
- B. The student will participate in a learning activity regarding law enforcement contact with a crime victim. At a minimum, the learning activities must include:
1. Psychological reactions to victimization
 2. Identification of any underlying or related problems (e.g., medical, emotional, financial, etc.)
 3. Assistance and support services available to the victim
 4. Legal and procedural information to provide the victim
 5. Qualifications for compensation under the Victims of Crime Compensation Program

Description

Hours

POST Minimum Required Hours

6

Agency Specific Hours	<u>2</u>
Total Instructional Hours	<u>8</u>