



## **Cover Memorandum**

### **Victim & Witness Assistance, JHPD Directive #422**

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#### **Purpose of the Directive**

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 John Hopkins Police Department's (JHPD's) work. This essential function, performed by both sworn and non-sworn 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.

#### **Summary of Directives Requirements**

This Directive provides references to Maryland law on victim and witness rights and explains that victim and witness service and referral information is available 24 hours a day through the Communications Resource System. The Directive commits to the protection of victim and witness confidentiality to the extent possible consistent with JHPD policy.

This Directive then details expectations of members' responses to victims and witnesses starting with the initial response by Communications personnel (including treating victims and witnesses with respect and dispatching officers as soon as practical), then by the responding officers. Responding officer duties include ascertaining that the victim/witness is in a safe location, rendering aid, determining need for medical or JHPD resources, reassuring the victim/witness, contacting the investigating entity, not leaving a distraught victim/witness alone, among others. This Directive also details the assistance responding officers must provide at the conclusion of the initial investigation, to include giving the victim/witness the Maryland Crime Victims and Witnesses resource booklet, providing the victim/witness with JHPD and/or Baltimore Police Department (BPD) contact information, providing the case number, assisting with connecting victims/witnesses to services, among others.

This Directive also details the type of support and information members should provide to victims and witnesses in the event the member is assigned to conduct the follow-up criminal investigation. These include apprising the victim about case information and their role in proceedings, the status of property and assisting with prompt return of property taken as evidence, contacting an advocate, and specific information to be provided about the case in the event an arrest was made. Victims/witnesses are to be advised, during the initial and follow-up response, that they should contact JHPD if they are threatened or intimidated in any way.

JHPD members are expected to know resources available and their role in supporting victims, highlighting that certain victims have special and/or cultural needs that members should consider when connecting them to services. The Directive provides guidance for members to contact BPD's Witness Relocation Unit for assistance if a victim or witness reports intimidation.

The Directive describes JHPD’s procedures for making next-of-kin notifications in the event of death or serious injury. Finally, the Directive contains training requirements as well as the requirement that JHPD conduct a documented review of victim/witness needs and available services at least once every two (2) years, to be approved by the Chief of Police.

### **Blueprint for the Policy Development Process**

The draft JHPD policies (hereinafter referred to as “directives”) shared for community feedback are based on examples of 21st century best practices in public safety policy, identified through extensive benchmarking of university and municipal law enforcement agencies across the nation. Taken together, they represent a comprehensively progressive approach to policing that prioritizes equity, transparency, accountability, and community-based public safety strategies.

The JHPD’s draft directives embody approaches that community advocates and leading experts have championed locally and in law enforcement reform efforts across the nation. The draft directives have also been developed based on input received through robust community engagement in prior phases of JHPD development, including suggestions received in the legislative process as well as last fall’s Memorandum of Understanding (MOU) public comment period and feedback opportunities.

In addition, the directives were drafted to exceed the minimum requirements of the Constitution and laws of the United States and the State of Maryland, to align with the Community Safety and Strengthening Act (CSSA) and to fulfill the requirements of the MOU between the Johns Hopkins University and the Baltimore Police Department. The Hopkins community and our neighbors throughout Baltimore can help improve and strengthen these directives further through their feedback and input.

Material that was considered in the drafting of the Directive and Procedure Manual, include:

- a. **Publicly available policies from municipal police departments that have undergone substantial reform efforts**, including: the New Orleans Police Department; Seattle Police Department; Portland Police Department; Detroit Police Department; Ferguson Police Department; and Baltimore Police Department;
- b. **National guidance on best practices and model policies from criminal justice reform efforts, social science research centers, and civil rights organizations**, including: the Leadership Conference on Civil and Human Rights; American Civil Liberties Union (ACLU), including the ACLU of Massachusetts’s “Racially Just Policing: Model Policies for Colleges and Universities”; the International Association of Chiefs of Police (IACP); the Police Executive Research Forum (PERF); U.S. Department of Justice Office of Community Oriented Policing Services (COPS Office); The Justice Collaboratory (The JC) at Yale University Law School; and The Center for Innovation in Community Safety (CICS) at Georgetown Law School.
- c. **National and local higher education institutions that are based in comparable environments and make policies publicly available**, including: Carnegie Mellon University; Morgan State University; Towson University; University of Chicago; University of Cincinnati; University of Maryland, Baltimore County; University of Pennsylvania; and Yale University.

To ensure that the proposed directives captured national best practices in community-focused public safety services, the development team collaborated with independent experts from two organizations:

National Policing Institute (the Institute), a non-profit dedicated to advancing excellence in policing through research and innovation, and 21CP Solutions, an expert consulting team of former law enforcement personnel, academics, civil rights lawyers, and community leaders dedicated to advancing safe, fair, equitable, and inclusive public safety solutions. Each directive was reviewed by experts selected by both organizations, who provided feedback, suggestions, and edits that were fully incorporated into the current draft.

Finally, individuals and organizations representing the diversity of the Johns Hopkins University community provided feedback to ensure the policies and procedures reflect and respond to the values of our institution and to our community's public safety service needs.

Now they are available for your review. Johns Hopkins is committed to adopting, incorporating, or otherwise reflecting recommended changes and feedback in the final version of policies so long as feedback is aligned with our values and commitments, permissible within legal parameters, and supported by national best practices for community policing and public safety.



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.  
Issued: [full date]  
Revised: [full date]

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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:

- Recognize and address the needs of crime victims and witnesses by all JHPD members during each contact,
- Support and assist victims and witnesses as they continue to interact with the criminal justice system, and
- Act as a liaison to appropriate victim assistance and service agencies.

## Who is Governed by this Policy

All personnel, including sworn, non-sworn 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 non-sworn 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 investigations of reported crimes. For instances of domestic violence, dating violence, or stalking involving JHU students, faculty, staff, and other members of the JHU community where 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/or providing victim assistance services related to a criminal complaint.

## Definitions

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<b>Victim:</b>	<ol style="list-style-type: none"><li>1. A person who suffers physical, financial, or emotional harm as the direct result of a specific incident.</li><li>2. The spouse, child, parent or legal guardian of the person harmed by the incident.</li><li>3. Third parties who are emotionally impacted by the event, either by their relationship with the person directly harmed or the horrific nature of the incident.</li><li>4. Emergency service providers who directly deal with the event.</li></ol>
<b>Member:</b>	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.).
<b>Officer:</b>	All sworn police officers, at any rank, as defined by MD Code, Public Safety, § 3-201, in service with the JHPD.
<b>Witness:</b>	A person who, as determined by a law enforcement agency, has information or evidence relevant to the investigation of a specific incident.

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## Policy 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 between the JHPD and the Baltimore Police Department (BPD), dated December 2, 2022, the BPD is responsible for investigating all crimes that are categorized as 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 as described below to ensure consistency in response, rigor in investigative steps, and compassion and respect for victims.

### II. Victim/Witness Rights (CALEA 55.1.1.)

- 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 (CALEA 55.1.1 & 55.2.1)

- A. Victim and witness service and referral information is available 24 hours a day through the Communications Resource System.
- 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.

### IV. Initial Response (CALEA 55.2.1 & 55.2.3)

- A. Communications personnel shall treat persons reporting a crime with compassion, patience, and respect as they collect the information necessary to determine the nature and location of the incident, to include:
- The identity of the caller, victim, and perpetrator, if known,
  - Any conditions that indicate that responding JHPD officers might be at risk of injury,
  - Dispatching JHPD officers to meet with the victim as soon as practical.
- B. Responding JHPD officers shall:
- Immediately ascertain that the victim and/or witnesses are at a safe location,
  - Render emergency first aid, if necessary,
  - Determine the need for and request additional medical and/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, dating violence, or if determined necessary by the supervisor, the Crime Victim Services Coordinator (CVSC) shall be contacted to respond to the scene. See JHPD Directive #420, Domestic Violence 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/or 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 further information or questions.
- 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 and/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 and Referrals at Initial Response** (CALEA 55.2.3)

- A. At the earliest appropriate time, JHPD members shall provide the victim and/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 and/or witness with the phone numbers and e-mail addresses of appropriate JHPD and/or BPD member responsible for the case, who they can call to report additional or new information about the case or receive information about the status of the case, (CALEA 55.2.3)
  - Provide the victim and/or witness with the case number, information for contacting available victim services, and explain the next steps for the case/investigation; (CALEA 55.2.3)
  - Encourage the victim and/or witness to contact the JHPD immediately if they are threatened or intimidated by anyone as a result of reporting the crime, (CALEA 55.2.3)
  - If the victim would like assistance with contacting a JHU or local service provider for additional support or advocacy, the JHPD officer shall make reasonable efforts to connect the victim with such resources, and
  - Strongly encourage victims to participate in the VINE 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 was provided with information relating to referrals to victim services.



**D.** The JHU Public Safety webpage provides a Clery Reportable Incident Form as an additional mechanism to collect information regarding Clery incidents (see JHPD Directive #220, Clery Act Compliance).

- When the Clery Compliance Coordinator 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 Clery Compliance Coordinator.
- The CVSC will attempt to make contact with the reporting 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 Clery Compliance Coordinator for retention.

## **VI. Investigation and 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 and/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.

**B.** The JHPD officer conducting the follow-up investigation will schedule photo arrays, interviews, and other appearances at the convenience of the victim and/or witness and will make reasonable efforts to provide transportation when needed.

**C.** The JHPD officer will explain the below procedures (if applicable) to the victim and/or witness and will relay such details about their case, when available and appropriate:

- Arrest and detention of suspects, their name(s), 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 and/or witness's role in such proceedings,
- Status of stolen, recovered, or removed property (and assisting with the prompt return of such property to the victim and/or witness when it was confiscated as evidence and where permitted by law or rules of evidence).
- 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.
- 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:
- 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 and witnesses 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/or 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.

## **VIII. Resources**

- A.** JHPD members that have contact with the public in general and victims and/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 <https://safeathopkins.org/resources/for-victims/>, as well as the JHU, Local, and National Resources for Survivors of Sexual Assault and Domestic Violence Brochure (see JHPD Directive #465, Response to Crimes of Sexual Violence, Appendix A).

- 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 Unit 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 and/or witness is reporting intimidation by the offender and/or by family, friends, or associates of the offender in a case, JHPD officers shall ensure the person/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 and/or the primary investigator on the related criminal case to ensure that the victim's/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 JHU affiliate, not on 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 the JHU.

- B. Upon receiving information regarding the death or serious injury of a person not affiliated with the JHU, not on the Campus Area, the JHPD will contact the police agency located in the area of the victim’s residence to assist in notification to next-of-kin.
- C. In accordance with the MOU, in the event of serious injury or death on the Campus Area, the notice to the next of kin will be made by the 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 part of their initial orientation program and during regularly scheduled roll call and/or in-service training. 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**

<b>Enforcement</b>	JHPD managers and supervisors are responsible for enforcing this Directive.
<b>Reporting Violations</b>	Suspected violations of this Directive should be reported to the JHPD Public Safety Accountability Unit (PSAU).

## **Related Resources**

**University Policies and Documents**

Administrative Procedure #220, Clery Act Compliance Operational Procedure #420, Domestic Violence Operational Procedure #421, Court Orders for Protection Operational Procedure #434, Language Access Services Operational Procedure #465, Response to Crimes of Sexual Violence
<b>External Documentation</b>
Baltimore Police Department Policy 805, Victim and Witness Assistance and Relocation Maryland Governor’s Office of Crime Prevention, Youth, and Victim Services Website: <a href="https://gocep.maryland.gov/victim-services/rights-resources/brochures-forms/">https://gocep.maryland.gov/victim-services/rights-resources/brochures-forms/</a>
<b>Police Department Forms and Systems</b>

## Contacts

<b>Subject Matter</b> <i>(alphabetical order)</i>	<b>Office Name</b> <i>(not the name of an individual)</i>	<b>Telephone Number</b> <i>(XXX) XXX-XXXX</i>	<b>E-mail/Web Address</b>
Policy Clarification and Interpretation			