

# Resources FOR Survivors OF VIOLENT CRIME

IN RIVERSIDE COUNTY

## GET HELP

- *Finding an Advocate*
- *Obtaining Crisis Support*
- *Learning About Victims Rights*
- *Paying for Crime Related Expenses*
- *Healing and Recovering*



The mission of Crime Survivors is to provide hope and healing to victims and survivors of crime through advocacy and the support of resources, information, and empowerment from the critical time after a crime occurs through the challenges and successes of surviving and thriving. All victims of crime have the right and responsibility to survive.



Office of  
**The District Attorney**  
County of Riverside



SAFE  
FAMILY  
JUSTICE  
CENTERS  
RIVERSIDE COUNTY

This Guide is produced by Crime Survivors, Riverside County Sheriff's Department, District Attorney Michael A. Hestrin, and The SAFE Family Justice Center.

## Disclaimer

The Crime Survivors Resource Guide has been created to provide general to 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 access to 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 need 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.

## Services Provided by 2-1-1

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

- Housing
- Legal Assistance
- Utility Assistance
- Older Adult Assistance
- Holiday Resources
- Food
- Children and Family Resources
- Health Care
- Substance Abuse
- Education
- Income



## 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 go 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 law enforcement, 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 call taker determine if you need emergency assistance.

If you call 9-1-1 by mistake, do not hang up. Tell the call taker 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  
[www.911.gov](http://www.911.gov)

*An emergency is any situation that requires immediate assistance from the law enforcement, the fire department or an ambulance.*

# Marsy's Law

## Constitutional Amendment 2008 California Victims' 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 victim rights, along with helpful resources are listed on a card that can be printed out from this website.

For Information Contact:

### **Office of Victims' & Survivor Rights & Services / California Office of the Attorney General**

P.O. Box 942883

Sacramento, CA 94283-0001

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:

- Explaining what information you are entitled to receive while proceedings are pending
- Assisting in applying for restitution to compensate you for crime-related losses
- Communicating with the prosecution
- Receiving victim support services
- Help you prepare a victim impact statement throughout the duration of criminal proceedings

# You Have Rights

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

- 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., a victim impact statement)
- The right to information about the conviction, sentencing, imprisonment, and release of the offender
- The right to 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 things to think about immediately following a violent encounter.

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

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

## 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 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 to 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 can also help to validate your feelings as you walk through the healing process. Below are some things you should include in your written description.

- **THE NATURE OF THE INCIDENT:** Step by step, record what happened. If you were assaulted, how? What was said by whom, and 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 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 vehicle.



## 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 you arrive there 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 re-establish a sense of safety in your life again, which may not come easy 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 to know what you feel comfortable with and what will help you stay 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:

**Rainn National Sexual Assault Free Confidential hotline (800) 656-HOPE**

**Victims of Crime Resource Center . . . . . (800) 842-8467**  
[www.victimsofcrime.org](http://www.victimsofcrime.org)

**National Center for Victims of Crime . . . . (855) 4-VICTIM / (855) 484-2846**  
24-hour hotline and link to local resources [www.victimconnect.org](http://www.victimconnect.org)

**National Domestic Violence Hotline . . . . . (800)799-SAFE**  
. . . . . (800)799-7233 and (800) 787-3224 (TDD)  
[www.thehotline.org](http://www.thehotline.org)

**Suicide and Crisis Lifeline . . . . .988**  
Help is out there. 24HR hotline, call, text, chat with a trained counselor

**Love is Respect (National Dating Abuse Calling Line) . . . . . (866) 331-9474**  
[www.loveisrespect.org](http://www.loveisrespect.org)

# 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 do 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 your daily routine, you may question your feelings and what you're going through. Visit our [crimesurvivors.org](http://crimesurvivors.org) to find helpful resources and to learn more about common struggles that survivors encounter following their experiences. If you have a question and can't find an answer on our website, please contact us and we'll do our best to provide you with the information, support, and referrals you need.



## Crime Survivors

PO Box 54552, Irvine, CA 92619  
(844) 853-HOPE | (949) 872-7895  
[info@crimesurvivors.org](mailto:info@crimesurvivors.org)

## Mission

To provide hope and healing to victims and survivors of crime through advocacy and the support of resources, information, and empowerment from the critical time after a crime occurs through the challenges and successes of surviving and thriving.

## Values

- We believe that no one should feel abandoned or alone and that every person is deserving of love, respect, and dignity.
- We believe that all of us together can lift each other out of darkness and into the light of a restored heart and life.
- We believe that the best way to help others with hope and healing is to work in partnership with our community, law enforcement, elected leaders, and members of the media.
- We believe that every broken heart, every hurt, every wound can be healed with love and a strong community of support.
- We believe that with faith there is always hope.
- We believe in hopeful healing.

## 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 website 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.

## Riverside County Courts

<b>Banning</b> .....	(951) 777-3147
<b>Blythe</b> .....	(760) 393-2617
<b>Corona</b> .....	(951) 777-3147
<b>Hemet</b> .....	(951) 777-3147
<b>Indio &amp; Palm Springs</b> .....	(760) 393-2617
<b>Moreno Valley</b> .....	(951) 777-3147
<b>Murrieta</b> .....	(951) 777-3147
<b>Riverside</b> .....	(951) 777-3147
<b>Temecula</b> .....	(951) 777-3147

## Riverside County District Attorney Offices

<b>Riverside</b> .....	(951) 955-5400
3960 Orange Street, Riverside, CA 92501	
<b>Juvenile Office</b> .....	(951) 358-4140
9991 County Farm Road, Riverside, CA 92503	
<b>Murrieta</b> .....	(951) 304-5400
30755-D Auld Road, 3rd Floor, Murrieta, CA 92653	
<b>Banning</b> .....	(951) 922-7130
135 North Alessandro Street, Banning, CA 92220	
<b>Indio</b> .....	(760) 863-8216
82-995 Highway 111, Suite 101, Indio, CA 92201	
<b>Blythe</b> .....	(760) 921-5840
220 North Broadway, Blythe, CA 92225	

## Riverside County Probation Stations

<b>Southwest Justice Center Adult and Juvenile</b> .....	(951) 304-5700
30755-D Auld Rd., Suite L257, Murrieta, CA 92563-2599	
<b>San Jacinto Probation Office, Adult and Juvenile</b> .....	(951) 487-2650
1330 South State St. Suite A, San Jacinto, CA 92583-4916	
<b>Banning Probation Office Adult and Juvenile</b> .....	(951) 922-7200

135 North Alessandro Rd., Banning, CA 92220

**Palm Springs Probation Office Adult and Juvenile** ..... (760) 778-2120  
3255 East Tahquitz Canyon Way Room 101, Palm Springs, CA 92262-6958

**Indio Probation Office Adult and Juvenile** ..... (760) 863-8221  
47-940 Arabia, Indio, CA 92201 (760) 863-8415

**Blythe Probation Office Adult and Juvenile** ..... (760) 921-5860  
240 North Broadway St., Blythe, CA 92225-1649

**Pretrial Services Desert Reporting** ..... (760) 863-8239

**Riverside Adult Probation Office** ..... (951) 358-7536  
4075 Main St., Suite 200, Riverside, CA 92501

**Adult Services Division Iowa Center Supervision and Day Reporting Center** ..... (951) 358-7500  
1020 Iowa Ave. Suite A, Riverside, CA 92507

**Riverside Juvenile Probation Office** ..... (951) 358-4310  
9889 County Farm Rd., Riverside, CA 92503-3504

**Corona Probation Office Adult and Juvenile** ..... (951) 272-5671  
505 South Buena Vista Ave. Suite 320, Corona, CA 92882-1901

**Moreno Valley Probation Office** ..... (951) 443-2250  
14327 Frederick St., Moreno Valley, CA 92553

**Murrieta Probation Office Adult and Juvenile** ..... (951) 600-6282  
30123 Technology Dr., Murrieta, CA 92563

**Pretrial Services Riverside Reporting** ..... (951) 955-2885  
30123 Technology Dr., Murrieta, CA 92563

## Police and Sheriff Stations

**Cabazon Station** ..... (951) 922-7100

**Colorado River Station** ..... (760) 921-7900

**Hemet Station** ..... (951) 791-3400

**Jurupa Valley Station** ..... (951) 955-2600

**Lake Elsinore Station** ..... (951) 245-3300

**Moreno Valley Station** ..... (951) 486-6700

Palm Desert Station .....	(760) 836-1600
Perris Station .....	(951) 210-1000
San Jacinto Station .....	(951) 654-2702
Southwest Station.....	(951) 696-3000
Thermal Station.....	(760) 863-8990

## Riverside County Non Emergency Dispatch

Blythe .....	(760) 921-7900
East-End.....	(760) 836-3215
Moreno Valley .....	(951) 247-8700
Temecula .....	(951) 696-4357
Toll-Free .....	(800) 950-2444
West-End .....	(951) 776-1099

## California Highway Patrol

[www.chp.ca.gov](http://www.chp.ca.gov)

<b>Inland Communications Center</b> .....	<b>(909) 388-8000</b>
<i>Call to report collisions, for general service for Riverside Area office boundary</i>	
Riverside .....	(951) 637-8000
San Geronio Pass Area .....	(951) 769-2000
Temecula Area .....	(951) 506-2000
Blythe Area .....	(760) 922-6141

## Riverside Division of Victim Services

<b>Riverside</b> .....	<b>(951) 955-5450</b>
3960 Orange Street, Riverside, CA 92501	Toll Free <b>(866) 217-3766</b>
<b>Banning</b> .....	<b>(951) 791-3295</b>
135 North Alessandro Street, Room 210, Banning, CA 92220	Toll Free <b>(866) 217-3766</b>
<b>Indio</b> .....	<b>(760) 863-8408</b>
82-995 Highway 111, Suite 101, Indio, CA 92201	Toll Free <b>(866) 217-3769</b>
<b>Blythe</b> .....	<b>(760) 921-5840</b>

220 North Broadway, Blythe, CA 92225

Toll Free (866) 217-3766

**Murrieta** ..... (951) 304-5840  
30755-D Auld Road, 3rd Floor, Murrieta, CA 92563 Toll Free (866) 217-7699

**Juvenile Office** ..... (951) 358-4140  
9991 County Farm Road, Riverside, CA 92503 Toll Free (866) 217-3766

## Resources

**SAFE Family Justice Centers** [www.safefjc.org](http://www.safefjc.org)

**RIVERSIDE CENTER** .....(951) 955-6100  
3900 Orange St., Riverside, CA 92501

**TEMECULA CENTER** .....(951) 587-3900  
28910 Pujol St., Temecula, CA 92590

**MURRIETA CENTER** .....(951) 304-5680  
30045 Technology Dr. Ste. 101, Murrieta, CA 92563

**INDIO CENTER** .....(760) 863-8363  
County Law Building 82-995 Highway 111, Ste. 103, Indio, CA 92201

### Trauma Recovery Centers

**Desert Regional Medical Center** .....(760) 323-6511  
1150 N Indian Canyon Dr., Palm Springs, CA 92262

**Eisenhower Health (Behavioral Health)** .....(760) 837-8767  
39000 Bob Hope Dr., Rancho Mirage, CA 92270

**Inland Valley Medical Center**.....(951) 677-1111  
36485 Inland Valley Dr., Wildomar, CA 92595

**JFK Memorial Hospital** .....(760) 347-6191  
47111 Monroe St., Indio, CA 92201

**Riverside Community Hospital** .....(951) 788-3000



4445 Magnolia Ave., Riverside, CA 92501

Riverside University Health System.....(951) 988-9644

6520 Cactus Ave., Moreno Valley, CA 92555

## Domestic Violence

Alternatives to Domestic Violence .....(800) 339-7233

[www.alternativestodv.org](http://www.alternativestodv.org) (951) 425-8900

Brielen's Dream Corp .....(714) 401-1044

[www.briemens-dreams-corp.ueniweb.com](http://www.briemens-dreams-corp.ueniweb.com)

Unity Home .....(760) 366-9663

[www.unityhome.org/](http://www.unityhome.org/)

Victor Valley Domestic Violence Inc. / A Better Way .....Hotline  
(760) 955-8723

[www.abetterwaydomesticviolence.org/](http://www.abetterwaydomesticviolence.org/) Education Center (760) 955-8010

Option House .....Hotline (909) 381-3471

[www.optionhouseinc.com](http://www.optionhouseinc.com) (909) 383-1602

Shelter from the Storm .....(760) 674-0400

[www.shelterfromthestorm.com/](http://www.shelterfromthestorm.com/)

His Daughters House .....(951) 729-6282

[www.hisdaughtershouses.org/](http://www.hisdaughtershouses.org/)

Chosen Few Outreach Ministries .....(562) 381-3531

[www.chosenfewoutreachministries.com](http://www.chosenfewoutreachministries.com)

Cahuilla Band of Indians / Cahuilla Consortium ....(951) 392-0814

[www.cahuillaconsortium.org](http://www.cahuillaconsortium.org)

Akane Takijiri .....(818) 447-9393

[www.akanecounseling.com](http://www.akanecounseling.com)

Accepts CALVCB, office in North Hollywood for in person treatment, telehealth all across California

Tarzana Treatment Centers, Inc .....(818) 996-1051

[www.tarzanatc.org](http://www.tarzanatc.org)

## **Domestic Violence Shelters**

Alternatives to Domestic Violence .....(800) 339-7233

[www.alternativestodv.org](http://www.alternativestodv.org) (951) 425-8900

Unity Home.....(760) 366-9663

[www.unityhome.org/](http://www.unityhome.org/)

Option House .....Hotline (909) 381-3471

[www.optionhouseinc.com](http://www.optionhouseinc.com) (909) 383-1602

Shelter from the Storm .....(760) 674-0400

[www.shelterfromthestorm.com](http://www.shelterfromthestorm.com)

## **Legal**

Tarzana Treatment Centers, Inc .....(818) 996-1051

[www.tarzanatc.org](http://www.tarzanatc.org)

Human Services Association .....(562) 806-5400

[www.hsala.org](http://www.hsala.org)

AARP Legal Network Services .....(800) 424-3410

Inland Counties Legal Services Inc. ....(951) 368-2555

Inland Empire Latino Lawyers Association, Inc. ....(951) 369-3009

Riverside Family Law Courthouse .....(951) 777-3147

## **Sexual Assault/Rape**

Riverside Area Rape Crisis Center .....(951) 686-7273

[www.rarcc.org](http://www.rarcc.org)

REACH (Formerly C.A.S.A.).....Hotline (866) 373-8300

www.reachus.org General Line (951) 652-8300  
 CCS Education & Wellness Center .....(951) 742-7435  
 www.wellnessccs.org/home  
 Akane Takijiri .....(818) 447-9393  
 www.akanecounseling.com  
 Accepts CALVCB, office in North Hollywood for in person treatment,  
 telehealth all across California

## Youth and Adolescents

Human Services Association .....(562) 806-5400 ext 137  
 www.hsala.org  
 Akane Takijiri .....(818) 447-9393  
 www.akanecounseling.com  
 Accepts CALVCB, office in North Hollywood for in person treatment,  
 telehealth all across California  
 Tarzana Treatment Centers, Inc .....(818) 996-1051  
 www.tarzanatc.org  
 Peer to Peer Crisis Teen Line .....(800) 852-8336  
 www.teenline.org  
 National Runaway Switchboard .....Hotline (800) 786-2929  
 Program Contact (800) 621-4000  
 Voices for Children .....(951) 472-9301  
 www.speakupnow.org  
 Operation SafeHouse.....(800) 561-6944  
 www.operationsafehouse.org/  
 CA Youth Crisis Line.....(800) 843-5200  
 Carolyn E Wylie Center.....(951) 683-5193  
 CCS Education & Wellness Center .....(951) 742-7435

[www.wellnessccs.org/home](http://www.wellnessccs.org/home)

## **Crime Victim Services**

Chosen Few Outreach Ministries .....(562) 381-3531

[www.chosenfewoutreachministries.com](http://www.chosenfewoutreachministries.com)

Cahuilla Band of Indians / Cahuilla Consortium .....(951) 392-0814

[www.cahuillaconsortium.org](http://www.cahuillaconsortium.org)

Human Services Association .....(562) 806-5400

[www.hsala.org](http://www.hsala.org)

Tarzana Treatment Centers, Inc .....(818) 996-1051

[www.tarzanatc.org](http://www.tarzanatc.org)

EveryONE Free .....(909) 300-5090

[www.everyonefree.org](http://www.everyonefree.org)

CCS Education & Wellness Center .....(951) 742-7435

[www.wellnessccs.org/home](http://www.wellnessccs.org/home)

## **Other Resources**

St.John's Community Health .....(323) 541-1600

[www.wellchild.org/](http://www.wellchild.org/)

Family Services Association .....(951) 686-3750

[www.fsaca.org](http://www.fsaca.org)

HELLO Community Services.....(323) 270-1220

[www.hellocs.org](http://www.hellocs.org)

Molina Healthcare of CA .....(888) 665-4621

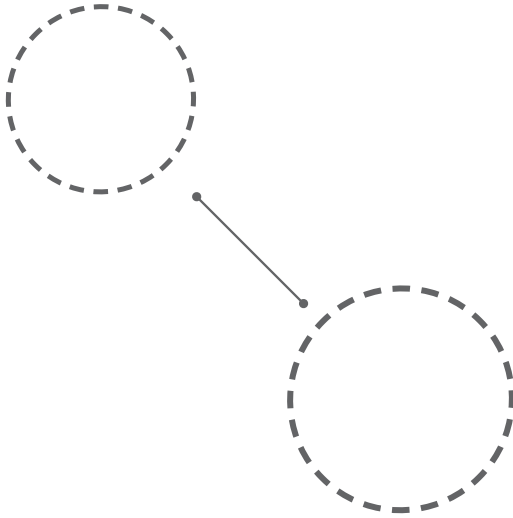
[www.molinahealthcare.com](http://www.molinahealthcare.com)

## **Victim Compensation Program**

California Victim Compensation Program (CalVCB).....(800) 777-9229

[www.victims.ca.gov](http://www.victims.ca.gov)

Riverside Division of Victim Services Claims Unit .....(951) 955-5460  
DVSClaims@RivCoDA.org to assist with your questions regarding claims.



**Riverside Family Law**

4175 Main Street, Riverside, Ca. 92501

**Riverside Hall of Justice**

4100 Main Street, Riverside, Ca. 92501

**Riverside Historic Courthouse**

4050 Main Street, Riverside, Ca. 92501

**Riverside Juvenile**

9991 County Farm Road, Riverside, Ca. 92503

**RIVERSIDE** ..... All Departments (951) 777-3147  
 Enhanced Collections 1 (877) 955-3463  
 Jury Services (951) 275-5076  
 Traffic (951) 222-0384

**Temecula** ..... All Departments (951) 704-7634  
 41002 County Center Drive #100, Enhanced Collections 1 (877) 955-3463  
 Temecula, Ca. 92591 Jury Services (951) 275-5076  
 Traffic (951) 222-0384

**COUNTYWIDE NUMBERS**  
 Enhanced Collections 1.877.955.3463  
 Jury Services 951.275.5076 or 760.342.6264  
 Traffic 951.222.0384  
 Exhibits 951.777.3098



**Crisis Services**

**Peer to Peer Crisis Teen Line** ..... (800) 852-8336  
[www.teenlineonline.org](http://www.teenlineonline.org)  
**Suicide Hotline** ..... (800) 784-2433  
[www.suicide.org](http://www.suicide.org)  
**Suicide Hotline for Teens** ..... (866) 210-3388  
[www.thursdayschild.org](http://www.thursdayschild.org)  
**Youth Crisis Hotline** ..... (800) 843-5200  
 Runaway youth, family, and friends [www.californiayouthcrisis.org](http://www.californiayouthcrisis.org)

# Domestic Violence Victim/Prevention Services

**Alternatives to Domestic Violence** ..... (951) 320-1370  
..... **Hotline(909) 683-0829, (800) 339-7233 (SAFE) (Toll Free)**  
..... **TTY(951) 679-8365 (TTY)**  
P.O. Box 910, Riverside, CA 92502 <http://alternativestodv.org/>

**Casas Shelter** ..... (562) 594-6825, (714) 995-8601  
..... **Hotline(800) 914-2272 (CASA)**  
P.O. Box 216, Los Alamitos, CA 90720 <http://www.casayouthshelter.org>  
Email: [agency@casayouthshelter.org](mailto:agency@casayouthshelter.org)

**I Care Shelter** ..... (951) 354-2273  
P.O. Box 749, Riverside, CA 92502 <http://www.icareshelterhome.org>  
Email: [caremaster@lilmonster.com](mailto:caremaster@lilmonster.com)

**Settlement House** ..... (951) 737-3504  
507 South Vicentia Avenue, Corona, CA 92882 <http://www.settlementhouse.net>  
Email: [settlementhouse@hotmail.com](mailto:settlementhouse@hotmail.com)

## Shelter From the Storm

**Hotline(760) 328-7233, (800) 775-6055 (Toll-free)**  
<http://www.shelterfromthestorm.com/index.asp>  
Email: [susan@shelterfromthestorm.com](mailto:susan@shelterfromthestorm.com) (Emergency email)

**Administrative Offices and Palm Desert Outreach Center ..** (760) 674-0400  
73555 Alessandro Drive, Suite D, Palm Desert, CA 92260

**Cathedral City Outreach Center** ..... (760) 770-2390  
68-615 Perez Road, #9A, Cathedral City, CA 92234

**Coachella Outreach Center** ..... (760) 393-0561  
53990 Enterprise Way, Ste 7, Coachella, CA 92236

**Desert Hot Springs Outreach Center** ..... (760) 288-3313  
14-201 Palm Drive, Suite 108, Desert Hot Springs, CA 92240

**Indio Outreach Center** ..... (760) 863-7871  
82-675 Hwy 111, Rm 117, Indio, CA 92201

**Indio Outreach Center** ..... (760) 863-2855  
44-199 Monroe Street, Indio, CA 92201

**Mecca Outreach Center** ..... (760) 863-7860  
66th Avenue, Suite 101 Mecca, CA 92254

**Palm Springs Outreach Center** ..... (760) 318-0140  
555 S. Sunrise, Palm Springs, CA 92262

**Valley Restart** ..... (951) 766-7476  
P. O. Box 1715, Hemet, CA 92546  
<http://www.valleyrestart.org/>  
Email: [restart@valleyrestart.org](mailto:restart@valleyrestart.org)

## Domestic Violence Shelter Services

**Coachella Valley Rescue Mission** ..... (760) 347-3512  
47518 Van Buren Street, Indio, CA 92202  
<http://www.cvrvm.org/>  
Email: [info@cvrm.org](mailto:info@cvrm.org)

**Genesis Shelter** ..... (951) 689-7847  
..... **Hotline (951) 682-7299**  
3772 Taft Street, Riverside, CA 92503

## 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 Compensation Program

## California Victim Compensation Program (CalVCB)

[www.victims.ca.gov](http://www.victims.ca.gov) ..... (800) 777-9229

The California Victim Compensation Program (CalVCB) can reimburse victims of violent crime for certain crime-related expenses. The crimes that are covered include: domestic violence, child abuse, sexual and physical assault, homicide, robbery, drunk driving, and vehicular manslaughter. Family members and dependents may also qualify for assistance from CalVCB.

### Who Qualifies for Victim Compensation?

#### CalVCB can help victims of crimes such as:

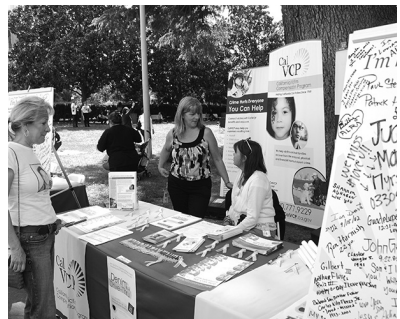
- Domestic Violence
- Child Abuse
- Assault
- Sexual Assault
- Elder Abuse
- Homicide
- Robbery
- Drunk Driving
- Human Trafficking
- Vehicular Manslaughter
- Hate Crimes

Minors who suffer emotional injuries as a result of witnessing a violent crime may be eligible for up to \$5,000 for mental health counseling through CalVCB.

CalVCB can help victims of crimes that occur in California as well as California residents who become victims while visiting other states or outside the country.

Additionally, people who suffer a monetary loss because of death or injury to a crime victim may also be eligible for compensation. **These victims can include:**

- Spouses or Domestic Partners
- Children
- Parents
- Legal Guardians
- Brothers
- Sisters
- Grandparents
- Grandchildren



## What Expenses Can CalVCB Help Pay?

### CalVCB may help pay for expenses related to a crime such as:

- Medical treatment
- Dental treatment
- Mental health services
- Income loss
- Funeral and burial expenses
- Home or vehicle modifications
- Loss of support for dependents when a victim is killed or disabled because of a crime
- Home security
- Relocation
- Crime scene cleanup

CalVCB cannot pay for any expense not related to the crime, any expenses paid by insurance or another source of reimbursement or coverage, expenses for lost, stolen or damaged property, or damages for pain and suffering.

There are limits on how much can be paid for each loss.

The program cannot pay any expense for a person who is on felony probation, on parole, or any person in county jail or in prison.

To apply for CalVCB benefits or to receive more information, contact your local Victim Witness Assistance Center, or call the California Victim Compensation Program at **1-800-777-9229**. You can download and print an application at **[www.victims.ca.gov](http://www.victims.ca.gov)**. When submitting applications, please remember to include copies of crime reports, bills, and receipts. CalVCB staff is here to help you move through the application process as efficiently as possible.

## Local Assistance

Resources for victims are available in all 58 counties throughout California. Advocates working with County Victim Witness Assistance Centers are available to help individuals apply for assistance, refer victims to crisis facilities, and help accompany them through the criminal justice process.

**Contact CalVCB by calling the CalVCB Helpline at 1-800-777-9229.**



# Safety & Self-Defense

**GET SAFE** .....(714) 834-0050  
Training \* Education \* Empowerment ..... Fax (714) 834-0070  
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.



# Crime & Trauma Scene Cleanup

## Crime Scene Steri-Clean, LLC

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

\*Providing compassionate and professional services since 1995

..... **Orange County (714) 899-4225**

..... **Los Angeles County (213) 550-4468**

..... **San Bernardino/Riverside Counties (909) 481-2285 / (951) 707-4407**

Website: [www.CrimeCleaners.com](http://www.CrimeCleaners.com)

## Apris Trauma & Crime Scene Clean Up . . . (844) 462-7747 / (844) GO-APRIS

*Trauma \* Crime \* Fire \* Water*

*"A Company With A Heart"... "Making Disasters Go Away!"*

1560 Commerce St Suite H, Corona, CA 92880

Website: [www.apris.me](http://www.apris.me)

# 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 Teenagers 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 or her level
- Touch – unless the victim pulls away
- Use a soft voice
- Use the victim's name

## Reach Out Emotionally

- Ask the victim how he or she 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

Victims may appear stunned or unaffected after a tragic event. Consider indirect victims and how they may 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, and a 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 victim gain perspective by asking him to tell you the "whole story."
- Try to gently point out to the victim what he or she 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 or she 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 or her 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 empowered to make decisions and take action on his or her 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 common 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 common reactions.
- 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, including 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 “grievers” 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. 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 and 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 or 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 he or she emotional? Accept that. Does he or she cry? Accept that too. Is he or 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 or her 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 a quiet outside activity. He or she 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 and 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.

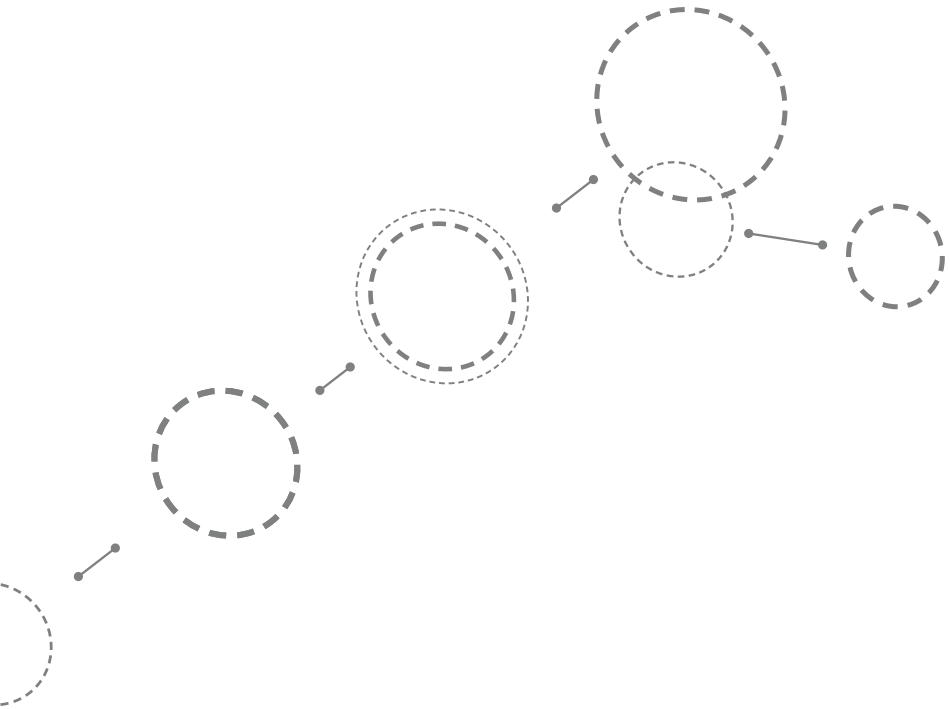
- You have the right to say “No” to an interview even though you have previously granted interviews.  
It’s important to recognize that victims often ride an “emotional roller coaster.” You may be able one day to talk with a reporter, and be physically or emotionally unable to do so the next. Victims 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 retraumatized 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:

# Survival Notes:

# Safety & Resource Checklist

- Establish safety.** Get to a safe place and ask for help if you need it. Call 911 if you're in danger.
- Treat injuries.** Go to a hospital or physician, and be sure to tell them about the crime. Do not shower or compromise physical evidence needed to apprehend the offender. See **page 8**.
- Call the police as soon as possible.** Remember to preserve the crime scene for evidence. Find sheriff and police contacts on **page 27**.
- Document the crime.** Write down all details of the crime, including any stolen items, time, location, and nature of the crime, and a description of your assailant(s). Find help with crime documentation on **page 9**.
- Protect yourself from further harm.** You may want to ask law enforcement to check your home or refer you to a safe house/shelter. Resources for shelters and related services can be found on **pages 10-13**.
- Short-term planning.** Consider contacting your employer, insurance company, and/or trusted family members and friends to notify and seek help after surviving a trauma. Find more tips on **page 10**.
- Learn about the investigation** of your case from law enforcement. Ask what they will be doing, what the process is and how you will be notified (learn more on **page 10**). Make sure you write down your crime report number for reference:  
.....
- Contact a local victim advocate.** Victim advocates can help you navigate the criminal justice process and help find additional resources for crime victims. You can reach an advocate through your local Victim Witness Assistance Program (See **pages 35-40** for phone numbers and locations). Make a note of your advocate and contacts so you can have them on-hand:  
.....
- Learn about your rights as a victim.** You can find information about Marsy's Law and victims' rights in California on **page 6**.
- Find support.** Talk with friends, family, a therapist, a support group or other survivors. Resources and national hotlines can be found on **page 11**.
- Get help with expenses.** The California Victim Compensation Program can help crime victims with certain expenses that aren't covered by other sources. Learn more about victim compensation on **pages 42-43**.
- Steps to healing.** Find suggestions on caring for yourself and connecting with others on **pages 11-12, 47-48, 51-53**.



**CRIME SURVIVOR**  
*Resource Center*  
AWARENESS | PREVENTION | ADVOCACY | HEALING

## Crime Survivors Resource Center

"To provide hope and healing to victims and survivors of crime through advocacy and the support of resources, information, and empowerment from the critical time after a crime occurs through the challenges and successes of surviving and thriving."

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